

**MED-Project**<sup>®</sup>

Medication Education & Disposal

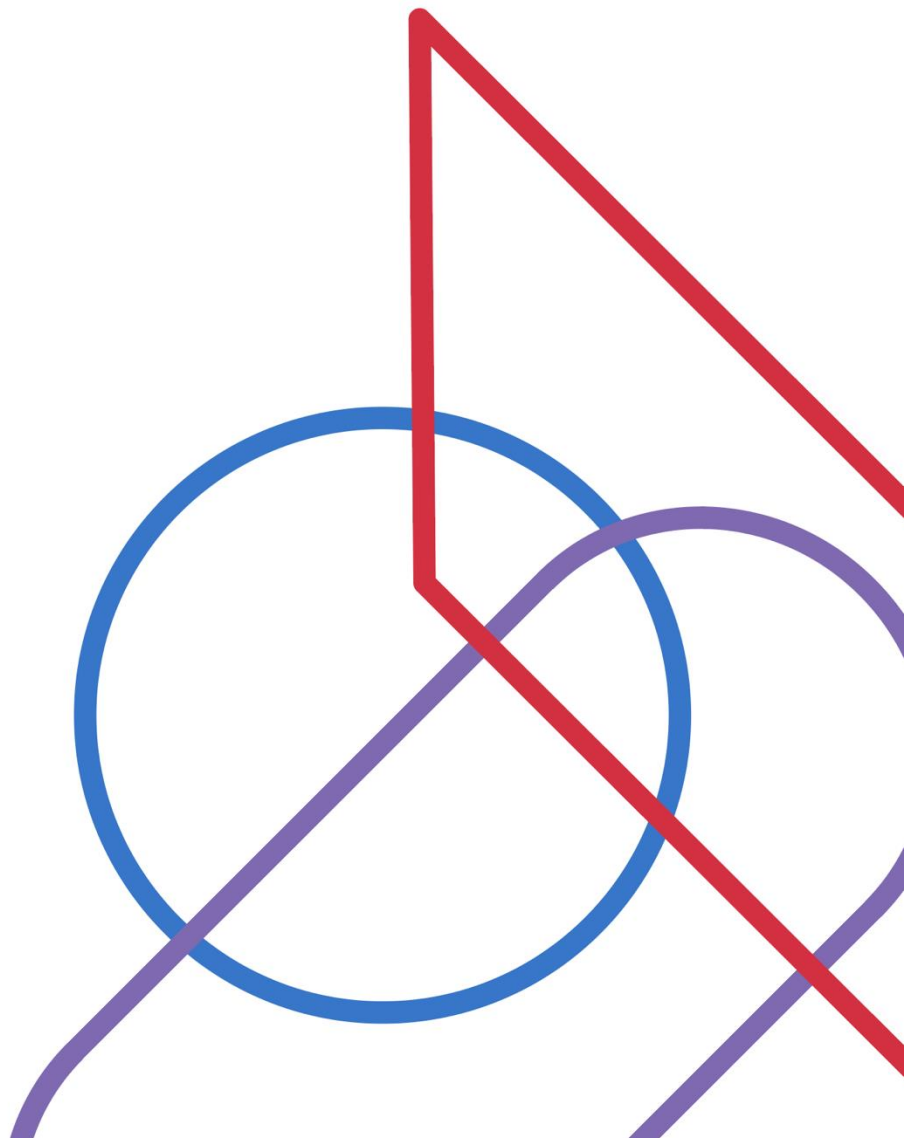
# MED-Project 2022 Annual Report

State of California, Covered Drugs

March 31, 2023

**Prepared By:** MED-Project USA

**Submitted To:** California Department of Resources Recycling and Recovery



# Table of Contents

<b>I.</b>	<b>Executive Summary</b>	<b>4</b>
	Notifications in the Reporting Period	5
<b>II.</b>	<b>Program Contact Information</b>	<b>6</b>
<b>III.</b>	<b>Collection System</b>	<b>6</b>
	A. Establishment of Authorized Collection Sites	6
	B. Convenience Standard	8
	C. Participating Authorized Collectors	11
	D. Mail-Back Services	12
	E. Alternative Forms of Collection and Disposal	13
<b>IV.</b>	<b>Transportation and Disposal System</b>	<b>13</b>
<b>V.</b>	<b>Policies and Procedures</b>	<b>15</b>
<b>VI.</b>	<b>Repeal of Local Ordinances</b>	<b>16</b>
<b>VII.</b>	<b>Safety and Security Incidents</b>	<b>16</b>
<b>VIII.</b>	<b>Education and Outreach</b>	<b>17</b>
	A. Promotional Marketing Materials	18
	B. Education and Outreach Activities	18
	C. Numerical Metrics	22
	D. Performance of the Education and Outreach Program	23
<b>IX.</b>	<b>Participating Covered Entities and Their Covered Products</b>	<b>25</b>
<b>X.</b>	<b>Selection of Service Providers</b>	<b>26</b>
<b>XI.</b>	<b>Incentives Provided</b>	<b>27</b>
<b>XII.</b>	<b>Staffing Changes</b>	<b>27</b>
<b>XIII.</b>	<b>Annual Program Expenses</b>	<b>27</b>
<b>XIV.</b>	<b>Coordination</b>	<b>27</b>
<b>XV.</b>	<b>Plan Compliance</b>	<b>28</b>

<b>Appendix A</b>	<b>29</b>
Plan Exception Report	29
<b>Appendix B</b>	<b>33</b>
Safety and Security Report	33
<b>Appendix C</b>	<b>35</b>
Electronic Examples of Promotional Marketing Materials	35
<b>Appendix D</b>	<b>94</b>
Certifications	94

## I. Executive Summary

**California Code of Regulations, Title 14, (“Regulation”) Section 18973.4(b):** *“Executive Summary. A concise summary of the information contained in the report that includes, but is not limited to, the highlights, outcomes and challenges, achievement of the convenience standards pursuant to subsection (1)(F) of subdivision (a) of section 42032.2 of the Public Resources Code, education and outreach efforts, and ways in which challenges are being addressed.”*

MED-Project USA (“MED-Project”) operates a Product Stewardship Plan for Covered Drugs from Households in the State of California (“State”) under Chapter 2 (commencing with section 42030), Part 3, Division 30 of the California Public Resources Code. On June 23, 2022, the Director of the California Department of Resources Recycling and Recovery (“CalRecycle”), provided approval, without condition, of the MED-Project Stewardship Plan for Covered Drugs from Households dated March 9, 2022 (the “Approved Plan”).

This 2022 State of California Annual Report (the “Annual Report”) describes MED-Project’s activities in the State between January 1, 2022, and December 31, 2022 (the “Reporting Period”). MED-Project fully implemented the Program within 270 days of the approval of the Plan, dated September 14, 2021, and conditionally approved by CalRecycle on December 9, 2021.

MED-Project established Authorized Collection Sites during the Reporting Period and met the convenience standards outlined in 42032.2(a)(1)(F) by the end of the Reporting Period. See Section III.B for information about how MED-Project met the convenience standards during the Reporting Period. During the Reporting Period, there were 1,017 active Authorized Collection Sites operating Secure Collection Receptacles and there were 115 active Mail-Back Distribution Locations. During the Reporting Period, MED-Project installed 736 new Authorized Collection Sites. MED-Project has encountered some challenges in meeting the convenience standards and identifying prospective sites particularly in rural low-population counties such as Alpine and Sierra. MED-Project continues to look for appropriate locations in order to provide service levels that continue to meet the convenience standards.

Throughout the Reporting Period, MED-Project continued implementation of the Approved Plan according to the Program timeline, discussed in Appendix F of the Approved Plan. Included in the implementation timeline is MED-Project’s launch of the education and outreach program. MED-Project successfully launched the Website, launched the Call Center, began distribution of printable materials and signage to participating sites, and initiated a Statewide outreach campaign targeted at Ultimate Users, as well as statewide initiatives to support Authorized Collectors and encourage

Potential Authorized Collector participation. For more information about the education and outreach program, please see Section VIII of this Annual Report.

The following Sections of the Annual Report address the specific reporting requirements in Regulation Section 18973.4 and/or Public Resources Code (“PRC”) Section 42033.2 and activities that occurred during the Reporting Period. Each section of the Annual Report restates the corresponding Code or Regulation and provides the required information. Numbers in the Annual Report have been rounded to the nearest tenth place. All Capitalized terminology not defined in this Executive Summary is derived from the Approved Plan.

## **Notifications in the Reporting Period**

MED-Project submitted change requests and notifications to CalRecycle during the Reporting Period. The change requests and notices included:

- On August 31, 2022, MED-Project submitted a notice of changes to the Approved Plan, notifying CalRecycle of the addition of transporters and a disposal facility to the Approved Plan. Additionally, MED-Project identified a vendor name change.
- On October 13, 2022, MED-Project submitted a notice of change to the Approved Plan to CalRecycle, notifying CalRecycle of a change to the primary contact person for MED-Project.
- On December 22, 2022, MED-Project submitted a notice of changes to the Approved Plan, notifying CalRecycle of the removal of a reverse distributor from the Approved Plan.

## II. Program Contact Information

**Regulation Section 18973.4 (a):** *“Contact information pursuant to section 18973.2(a), including any changes or updates to this information.”*

On October 13, 2022, MED-Project notified CalRecycle of a change to the primary contact person. The primary contact person for MED-Project by the end of the Reporting Period was:

Dr. Victoria Travis  
National Program Director  
MED-Project USA  
1800 M Street, NW  
Suite 400 South  
Washington, DC 20036  
Phone: 1 (833) 633-7765  
Fax: 1 (866) 633-1812  
[california@med-project.org](mailto:california@med-project.org)  
[www.med-projectusa.org](http://www.med-projectusa.org)

The M Street address is the mailing and physical address.

## III. Collection System

**Regulation Section 18973.4(c)(1):** *Describe “[h]ow ultimate users had an opportunity to dispose of their covered drug(s) as described in the approved stewardship plan.”*

### A. Establishment of Authorized Collection Sites

**Regulation Section 18973.4(c)(2):** *Describe “[e]fforts between the program operator and potential authorized collectors to establish authorized collection sites, including, but not limited to:*

- (a) Pursuant to section 18973.2(d)(2), efforts to notify potential authorized collectors of the opportunity to serve as an authorized collector for the stewardship program in the counties in which the program operated, and the list of potential authorized collectors that were notified.*
- (b) Pursuant to section 18973.2(d)(3), the process by which good faith negotiations with potential authorized collectors were conducted.*

- (c) Pursuant to section 18973.2(d)(4), efforts to work with retail pharmacies and retail pharmacy chains to fulfill the requirement in section 42032.2(b)(2) of the Public Resources Code, if applicable.*
- (d) Pursuant to section 18973.2(d)(5), efforts to incorporate potential authorized collectors that submitted a written offer to join the stewardship program, and the list of potential authorized collectors that submitted written offers.*
- (e) Pursuant to section 18973.2(d)(6), a list of potential authorized collectors that submitted a written offer to join the stewardship program and were rejected, and the reason(s) for each rejection.*
- (f) Description of how the program operator complied with the requirement in section 18973.2(d)(7)."*

Prior to the Reporting Period, MED-Project began outreach to potential Authorized Collectors and notified them of the opportunity to serve as an Authorized Collector in the Program. MED-Project provided the list of potential Authorized Collectors that were approached to participate in the Program as an attachment to the 2021 MED-Project Annual Report for Covered Drugs (the "2021 Annual Report").

On June 6, 2022, MED-Project notified Retail Pharmacy Chains of the requirement in 42032.2(b)(2), satisfying the requirement to notify Retail Pharmacy Chains between days 91 and 180 of the Program Implementation Timeline discussed in Approved Plan Appendix F. On September 1, 2022, MED-Project again notified Retail Pharmacy Chains of the requirement in 42032.2(b)(2). There were 1,017 active Authorized Collection Sites in the State prior to the end of the Reporting Period. Retail Pharmacy Chains accounted for 873 of the 1,017 Authorized Collection Sites that were active during the Reporting Period.

MED-Project completed a total of 106 in-person visits, phone calls, and email check-ins with potential Authorized Collectors to discuss joining the Program during the Reporting Period. MED-Project conducted good faith negotiations with potential Authorized Collectors. MED-Project received expressions of interest in Program participation from 109 potential Authorized Collectors during the Reporting Period. MED-Project began good faith negotiations with each of these potential Authorized Collectors within 30 days of receiving their expression of interest. MED-Project conducted those good faith negotiations following the process described in Approved Plan Section 4. MED-Project received 52 written offers to participate in the Program during the Reporting Period. By the end of the Reporting Period, of those potential Authorized Collectors who had submitted written offers to participate, 52 had entered into agreements with MED-Project. A list of the potential Authorized Collectors that submitted a written offer to

Participate during the Reporting Period is provided in an accessible Excel spreadsheet in the submission of this Annual Report. See Attachment A: List of Potential Authorized Collectors Submitting Written Offer to Participate. Authorized Collectors who had agreed to participate in the Program prior to approval of the Plan were not asked to submit written complete offers to participate as they had already signaled their intent to MED-Project. MED-Project excluded two potential Authorized Collectors from the Program during the Reporting Period because they were not able to meet DEA requirements. Accordingly, MED-Project subsequently notified the two potential Authorized Collectors of the reason for exclusion and any changes the two potential Authorized Collectors could make to join the Program.

## **B. Convenience Standard**

***Regulation Section 18973.4 (c)(3): “How the convenience standards pursuant to subsection (1)(F) of subdivision (a) of section 42032.2 of the Public Resources Code were met. Include necessary changes to calculations that account for changes in the number of authorized collection sites and most recent publicly available population calculations from the State of California Department of Finance. If the convenience standards were not met, describe efforts made to achieve compliance.”***

Throughout the Reporting Period, MED-Project provided a reasonable geographic spread of Authorized Collection Sites so that more than 90% of Ultimate Users live within a 15-mile drive of an Authorized Collection Site. Figure 1 gives a visual representation of the active Authorized Collection Sites and Mail-Back Distribution Locations during the Reporting Period.

MED-Project met the convenience standards in Code Section 42032.2(a)(1)(F)(i) or (iii) prior to September 5, 2022, with a combination of Authorized Collection Sites and Mail-Back Distribution Locations. MED-Project used the most recently publicly available population calculations available from the State of California Department of Finance provided in its E-1 Population Estimates for Cities, Counties, and the State.



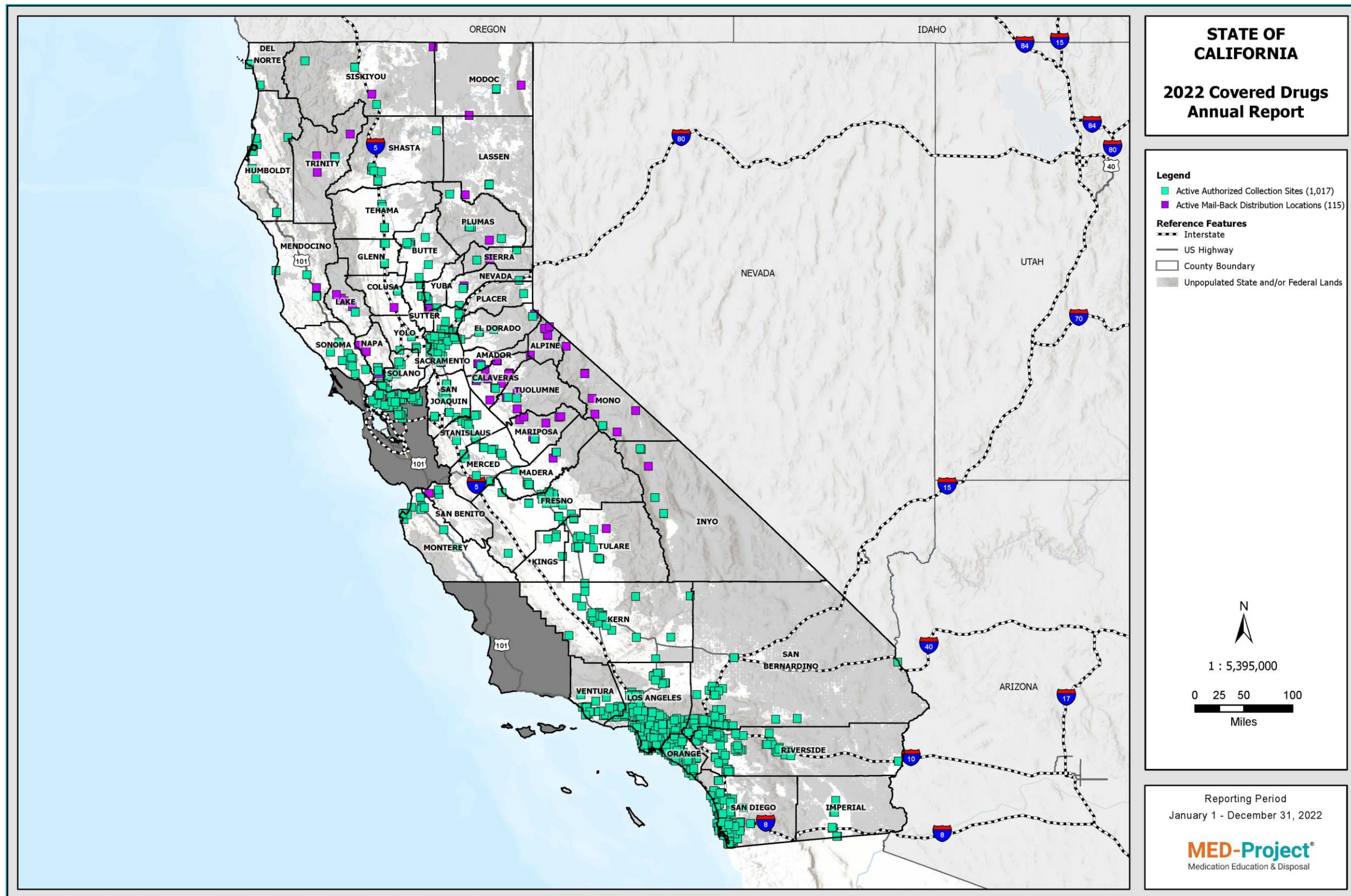


Figure 1: Map of Active Authorized Collection Sites and Mail-Back Distribution Locations During the Reporting Period

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## C. Participating Authorized Collectors

**Code Section 42033.2(b)(4):** “For a stewardship plan for covered drugs, the name and location of authorized collection sites at which covered drugs were collected.”

**Regulation Section 18973.4(c)(4):** “For each participating authorized collection site, include the following:

- (a) Name and physical address;
- (b) Amount of covered drugs collected, as required in the stewardship plan pursuant to section 18973.2(g)(4);
- (c) Number of instances that collected covered drugs were picked up for disposal;
- (d) Number of receptacle liners picked up for disposal;
- (e) Number of instances and corresponding amount of time the secure collection receptacle was not available to the public during business hours. For each instance, provide a description of why the secure collection receptacle was not available.”

There were 1,017 active Authorized Collection Sites during the Reporting Period. MED-Project collected a total of 277,037.9 pounds of Covered Drugs from Authorized Collection Sites during the Reporting Period. A list of Authorized Collectors with collection data during the Reporting Period is provided in an accessible Excel spreadsheet in the submission of this Annual Report. See Attachment B: Authorized Collector Collection Data. These collection data include the Covered Drugs weight collected, number of instances that collected Covered Drugs were picked up for disposal, and the number of receptacle liners picked up for disposal. Attachment B includes all Authorized Collectors that collected Covered Drugs during the Reporting Period. A full list of Authorized Collectors that were participating in the Program prior to the end of the Reporting Period is provided in an accessible Excel spreadsheet attached in the submission of this Annual Report. See Attachment C: List of Participating Authorized Collectors.

The number of instances that collected Covered Drugs were picked up for disposal and the number of receptacle liners that were picked up for disposal were the same during the Reporting Period. These numbers refer to pick-ups of Covered Drugs and receptacle liners that were destroyed at a disposal facility during the Reporting Period. Because material collected late in the calendar year may not be destroyed until a few weeks after the close of the Reporting Period, reporting on pick-ups of Covered Drugs

and receptacle liners that were destroyed at a disposal facility during the Reporting Period avoids discrepancies within each annual report between collection and destruction statistics.

Authorized Collectors commit to informing MED-Project in the event a Secure Receptacle is not available to the public during business hours. A list of Authorized Collection Sites with the number of instances and the corresponding amount of time a Secure Collection Receptacle was not available during business hours is provided in an accessible Excel spreadsheet in the submission of this Annual Report. The list is based on Authorized Collectors reports and any instance where MED-Project became independently aware of instances of unavailability. See Attachment D: Instances Secure Receptacles Were Not Available to the Public.

## **D. Mail-Back Services**

***Regulation Section 18973.4(c)(5): “For each type of mail-back service utilized, include the following, as applicable:***

*(a) List of distribution locations;*

*(b) Mechanism(s) of distribution;*

*(c) Amount of mail-back materials distributed, as required in the stewardship plan pursuant to section 18973.2(g)(6)(E);*

*(d) Amount of mail-back material returned, as required in the stewardship plan pursuant to section 18973.2(g)(6)(E)”*

As described in the Approved Plan, MED-Project began distribution and collection of Mail-Back Packages during the Reporting Period. MED-Project distributed Mail-Back Packages at 115 Mail-Back Distribution Locations during the Reporting Period. A list of Mail-Back Distribution Locations that were active during the Reporting Period is provided in an accessible Excel spreadsheet in the submission of this Annual Report. See Attachment E: Mail-Back Distribution Locations.

MED-Project provided three types of Mail-Back Packages during the Reporting Period: Standard Mail-Back Packages, Inhaler Mail-Back Packages, and Injector Mail-Back Packages. All Mail-Back Packages were available for request by all Ultimate Users who are Homeless, Homebound, or disabled through the Website and Call Center.

MED-Project distributed the following Mail-Back Packages to Ultimate Users during the Reporting Period:

- 5,850 Standard Mail-Back Packages
- 966 Inhaler Mail-Back Packages
- 1,033 Injector Mail-Back Packages

MED-Project collected and disposed of 187.3 pounds of Covered Drugs through the return of 254 Mail-Back Packages during the Reporting Period. MED-Project collected and disposed of 192 Standard Mail-Back Packages, 22 Inhaler Mail-Back Packages, and 40 Injector Mail-Back Packages.

## E. Alternative Forms of Collection and Disposal

**Regulation Section 18973.4(c)(6):** *“For each alternative form of collection and disposal, include the following, as applicable:*

- (a) Method(s) of collection;*
- (b) Name and address of location(s);*
- (c) Number of collections;*
- (d) Amount of materials distributed, as required in the stewardship plan pursuant to section 18973.2(g)(6)(E);*
- (e) Amount of material collected, as required in the stewardship plan pursuant to section 18973.2(g)(6)(E)”*

MED-Project did not use alternative forms of collection or disposal during the Reporting Period.

## IV. Transportation and Disposal System

**Regulation Section 18973.4(d):** *“Transportation and Disposal System. Description of the methods used for transportation and disposal of covered drugs, including the following:*

- 1) Mechanism(s) for tracking the collection, transportation, and disposal of covered drugs*
- 2) Name and mailing address of each service provider used to transport or process covered drugs*
- 3) For each disposal facility, include the following:*
  - a) Name of disposal facility*
  - b) Mailing and physical address*
  - c) Weight of covered drugs disposed”*

MED-Project operates a handling, transport, and disposal system that complies with applicable laws, regulations, and other legal requirements. Each Mail-Back Package, inner liner, and shipping box provided under the Program during the Reporting Period had a unique identifier enabling tracking.

MED-Project used the following service providers for transporting or processing Covered Drugs during the Reporting Period:

- Covanta Environmental Solutions Carriers II, LLC; 2515 S Holt Road, Indianapolis, IN 46241
- Doncin Transport, Inc.; 3478 Sunnyside Road, Manheim, PA 17545
- EMS Dispatch, Inc.; 316 W Mount Vernon Street, Lansdale, PA 19446
- Stericycle, Inc.; 2355 Waukegan Road, Bannockburn, IL 60015
- United Parcel Service, Inc.; 55 Glenlake Parkway NE, Atlanta, GA 30328
- United States Postal Service; 475 L'Enfant Plaza, SW, Washington, DC, 20260

MED-Project disposed of Covered Drugs at the following disposal facilities during the Reporting Period:

1. Curtis Bay Energy, LP
  - Mailing Address: 3200 Hawkins Point Road, Baltimore, MD 21226
  - Physical Address: 3200 Hawkins Point Road, Baltimore, MD 21226
  - Pounds of Covered Drugs Disposed: 5,257.3
  
2. Heritage Thermal Services-Ohio
  - Mailing Address: 1250 Saint George Street, East Liverpool, OH 43920
  - Physical Address: 1250 Saint George Street, East Liverpool, OH 43920
  - Pounds of Covered Drugs Disposed: 7,065.6
  
3. Indianapolis Resource Recovery Facility in Indiana, operating as Covanta Indianapolis, Inc.
  - Mailing Address: 2320 S Harding Street, Indianapolis, IN 46221
  - Physical Address: 2320 S Harding Street, Indianapolis, IN 46221
  - Pounds of Covered Drugs Disposed: 187,154.9
  
4. Lancaster County Waste to Energy Facility
  - Mailing Address: 1299 Harrisburg Pike, P.O. Box 4425, Lancaster, PA 17604
  - Physical Address: 1911 River Road, Bainbridge, PA 17502
  - Pounds of Covered Drugs Disposed: 10,354.1
  
5. MedSharps, LLC
  - Mailing Address: 17340 Bell N Drive, Schertz, TX 78154
  - Physical Address: 17340 Bell N Drive, Schertz, TX 78154
  - Pounds of Covered Drugs Disposed: 84.0

6. Stericycle, Inc. Warren, Ohio
  - Mailing Address: 1901 Pine Avenue, SE, Warren, OH 44483
  - Physical Address: 1901 Pine Avenue, SE, Warren, OH 44483
  - Pounds of Covered Drugs Disposed: 67,309.3

## V. Policies and Procedures

**Code Section 42033.2(b)(6):** *“Whether policies and procedures for collecting, transporting, and disposing of covered products, as established in the stewardship plan, were followed during the reporting period and a description of each instance of noncompliance, if any occurred.”*

**Regulation Section 18973.4(e):** *“Policies and Procedures. Pursuant to subdivision (b)(6) of section 42033.2 of the Public Resources Code, provide the following:*

1. *Description of whether policies and procedures for collecting, transporting, and disposing of covered drugs, as established in the stewardship plan, were followed during the reporting period*
2. *Description of each instance of noncompliance from stewardship plan policies and procedures, if any occurred*
3. *Corrective actions taken, or that will be taken, if the program operator discovered critical instances of noncompliance with stewardship plan policies and procedures”*

**Regulation Section 18973.4(f):** *“Description of updates, that have been made or will be made, to the processes and policies followed to safely and securely collect, track, and properly manage covered drugs from collection through final disposal.”*

Policies and procedures for collecting, transporting, and disposal of Covered Drugs, as established in the Approved Plan, were followed during the Reporting Period with the exception of the instances listed in this Annual Report. For a discussion of Plan exceptions, see Appendix A: Plan Exception Report. MED-Project did not discover critical instances of noncompliance with Approved Plan policies and procedures during the Reporting Period. Additionally, during the Reporting Period, MED-Project did not make or initiate updates to the Approved Plan processes and policies followed to safely and securely collect, track, and properly manage Covered Drugs from collection through final disposal.

## VI. Repeal of Local Ordinances

**Regulation Section 18973.4(g):** *“Ordinance Repeal. Pursuant to subdivision (e) of section 42032.2 of the Public Resources Code, description of processes, logistics, and timing of implementation that will be necessary for the stewardship program to expand into jurisdictions not previously included in the stewardship plan, in the event of the repeal of a local stewardship program ordinance. The description shall include an explanation of how the stewardship program will meet the convenience standards, pursuant to subsection (1)(F) of subdivision (a) of section 42032.2 of the Public Resources Code.”*

The 2021 MED-Project Annual Report for Covered Drugs (the “2021 Annual Report”) described San Luis Obispo County’s withdrawal from the San Luis Obispo County Integrated Waste Management Authority, which administers a local stewardship program ordinance. At the time of the 2021 Annual Report, MED-Project was expanding the Program into the unincorporated areas of San Luis Obispo County pursuant to PRC 42032.2(e) and 42036.2. During the Reporting Period, however, it became clear that the Integrated Waste Management Authority is continuing to serve the areas of San Luis Obispo County where MED-Project was expanding the state Program. As such, MED-Project discontinued efforts to expand the Program into these areas of San Luis Obispo County. As a result, the Program did not expand into jurisdictions not previously included in the Program during the Reporting Period.

## VII. Safety and Security Incidents

**Code Section 42033.2(b)(7):** *“Whether any safety or security problems occurred during collection, transportation, or disposal of collected covered products during the reporting period and, if so, what changes have been or will be made to policies, procedures, or tracking mechanisms to alleviate the problem and to improve safety and security.”*

**Regulation Section 18973.4(h):** *“Safety and Security. Describe the general nature of any incidents with safety or security related to collection, transportation, or disposal of collected covered drugs. Explain what corrective actions were taken or will be taken to address the issue and improve safety and security. In addition, the following specific information about any incident(s) shall be made available to the department upon request, and shall include, but not be limited to:*



1. *Location and date*
2. *Description of specific incident*
3. *Cause(s) of specific incident*
4. *Parties involved*
5. *Regulatory or law enforcement agencies involved and any litigation, arbitration, or other legal proceedings that result from each incident”*

No safety or security problems occurred during collection, transportation, or disposal of collected Covered Drugs during the Reporting Period, with the exception of those events discussed in this Annual Report. For a discussion of safety and security events that were reported during the Reporting Period, please see Appendix B: Safety and Security Report.

## **VIII. Education and Outreach**

***Regulation Section 18973.4(i): “Education and Outreach. Description and evaluation of the comprehensive education and outreach activities pursuant to section 18973.2(j), including, but not limited to, the following:***

1. *Electronic examples of promotional marketing materials*
2. *Numerical results of the education and outreach metrics outlined in the stewardship plan, pursuant to section 18973.2(j)(5)*
3. *A discussion of what the metrics, described above in section 18973.4(i)(2), reveal about the performance of the comprehensive education and outreach program, including, but not limited to, ultimate user awareness, program usage, and accessibility*
4. *Description of how the requirement of section 42031.6(b) of the Public Resources Code was met.”*

## A. Promotional Marketing Materials

During the Reporting Period, MED-Project began initial education and outreach activities in the State, including: initiation of social media activity, establishment of the Website, a digital display media campaign, and the development and distribution of promotional materials such as brochures and posters. For electronic examples of these education and outreach activities, please see Appendix C: Electronic Examples of Promotional Marketing Materials. MED-Project promoted the disposal of Covered Drugs in a manner that is consistent with the services offered to Ultimate Users by the Program, including through messaging on its signage, educational and outreach materials, and the Website during the Reporting Period.

## B. Education and Outreach Activities

MED-Project implemented the education and outreach program consistent with the timeline described in Appendix F of the Approved Plan:

Days 1 to 90:

- Launched accessible Website that provides:
  - Translations using a third-party translation tool.
  - Convenient Locations map.
  - Other informational pages.
- Activated the Call Center for Ultimate Users and the Help Desk for Authorized Collectors and potential Authorized Collectors.

Days 91 to 180:

- Launched social media activity.

Days 181 to 270:

- Provided educational and outreach materials available to pharmacies, pharmacists, Ultimate Users, and others upon request via the Help Desk.
- Released educational video series for Authorized Collectors and potential Authorized Collectors.
- Provided educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Provided educational signage and posters to Authorized Collection Sites.
- Finalized PSA for release. Continue social media activity.

MED-Project implemented the initial media and outreach plan consistent with the timeline described in Appendix L of the Approved Plan:

- Media and Promotion: Year One (30 – 150 Days)
  - No scheduled activities.

- Media and Promotion: Year One (180 Days)
  - Launched social media activity.
- Media and Promotion: Year One (210 Days)
  - Continued social media activity.
- Media and Promotion: Year One (240 Days)
  - Continued social media activity.
  - Finalized PSA and outreach strategy for upcoming year.
- Media and Promotion: Year One (270 Days)
  - Continued social media activity.
  - Finalized PSA concept and online video.
- Media and Promotion: Year One (300 Days)
  - Continued social media activity.
  - Launched PSA.
  - Engaged with Google Ad Grants and applied to participate in grant-based online advertising campaign.
  - Conducted additional digital media outreach promoting the availability of Mail-Back Services in counties that do not have the minimum number of Authorized Collection Sites or do not have a Retail Pharmacy operating as an Authorized Collection Site.
- Media and Promotion: Year One (330 Days – 360 Days)
  - Continued social media activity.
  - Continued running PSA.
  - Continued to engage with Google Ad Grants on application to participate in grant-based online advertising campaign.
  - Continued conducting additional digital media outreach promoting the availability of Mail-Back Services in counties that do not have the minimum number of Authorized Collection Sites or do not have a Retail Pharmacy operating as an Authorized Collection Site.
- Media and Promotion: Year Two (30 Days)
  - Continued social media activity.
  - Continued to broadcast PSAs and make accessible through Website.
  - Continued to engage with Google Ad Grants on application to participate in grant-based online advertising campaign.
  - Conducted local promotion for confirmed events if/when needed.

- Continued conducting additional digital media outreach promoting the availability of Mail-Back Services in counties that do not have the minimum number of Authorized Collection Sites or do not have a Retail Pharmacy operating as an Authorized Collection Site.

Pursuant to Regulation Section 18973.2(j), MED-Project conducted a comprehensive education and outreach campaign to raise public awareness and educate Ultimate Users as well as potential Authorized Collectors, Pharmacies, pharmacists, and other individuals on Program usage. The activities were designed to:

- Inform Ultimate Users where, why, and how to safely dispose of Covered Drugs.
- Encourage participation from a variety of private businesses and public agencies.
- Account for the diverse media consumption habits, behaviors, and motivating factors of Ultimate Users, businesses, and stakeholders across the State.
- Improve message retention.

A Website was launched on March 9, 2022, to effectively communicate Program information with Ultimate Users. The Website is user-friendly, mobile responsive, and accessible by common device and browser systems. The Website provides all information as outlined in Section 9 of the Approved Plan.

On March 9, 2022 the Call Center was established as another effective means to communicate Program information with Ultimate Users. The toll-free telephone number is available 24 hours a day, 7 days a week, and provides Ultimate Users with the option to continue the automated recording in English or Spanish via an interactive voice response system, or the 711 teletype services for the hearing- and speech-impaired. The Call Center also provided translation services upon request with the assistance of a human representative.

During the Reporting Period MED-Project attempted to participate in advertising grant programs for non-profit organizations, specifically Google Ad Grants. Those applications were denied due to unspecified required Website updates. MED-Project will continue to apply to such programs as available and appropriate.

MED-Project provided educational and outreach materials to Ultimate Users and stakeholders participating in the Program, including Pharmacies, pharmacists, persons authorized to prescribe drugs, and other individuals. These materials were translated into English and Spanish as a printed hard copy, and available for translation in over 100 languages via the Website. Education and outreach materials included brochures, posters, and mail-back inserts. For examples of the education and outreach materials distributed during the Reporting Period, see Appendix C: Electronic Examples of Promotional Marketing Materials.

Additionally, MED-Project promoted the Program to Ultimate Users by providing signage and materials free of charge to Authorized Collectors and other locations upon request for dissemination to Ultimate Users. These materials were translated into

English and Spanish as a printed hard copy, and available for universal translation via the Website.

Public Service Announcements included video, audio, and static media variants promoting the proper and safe disposal of Covered Drugs. The messaging targeted Ultimate Users aged 18 and over.

MED-Project began organic social media activity on June 6, 2022. Social media was utilized to complement and expand the campaign's reach. MED-Project posted on both Facebook and Instagram platforms to promote Program information.

MED-Project also conducted three additional social media campaigns promoting the availability of Mail-Back Services in counties that did not have the minimum number of Authorized Collection Sites or did not have a Retail Pharmacy operating as an Authorized Collection Site, per the timeline described in Appendix L of the Approved Plan. These counties included: Alpine, Amador, Calaveras, Colusa, Del Norte, Glenn, Inyo, Lake, Lassen, Mariposa, Modoc, Mono, Napa, Nevada, San Benito, Sierra, Siskiyou, Tehama, Trinity, Tuolumne, and Yuba counties.

MED-Project launched a statewide campaign targeted at Ultimate Users aged 18 and over. The campaign ran across both digital display media and paid social media and utilized behavioral, interest, and search targeting to reach intended audiences researching topics including: prescription drugs, drug disposal, prescription purchase data, pharmacy websites, and prescription drug-related keywords. The campaign launched on December 5, 2022, and the reporting found in Section VIII.B; Numerical Results, below, discusses Reporting Period activity. The campaign was designed and run in such a way to maximize reach among the target audience allowing for the opportunity to maximize awareness. The media was run in all Designated Market Areas (DMAs) across the State. Digital display media refers to traditional digital banner-based advertising. This is the most common form of online advertising and is seen across nearly every ad-supported website. This tactic allows for MED-Project's creative to be served across the web, and to be targeted to specific audiences. Social media refers to the use of paid social media advertising. This advertising is found in-feed on social media websites, most commonly Facebook and Instagram for MED-Project. This advertising is a promoted post and resembles the look and feel of a traditional post within the relevant platform.

MED-Project also produced a series of four educational videos for Authorized Collectors and potential Authorized Collectors to simplify outreach and communication and provide support in Program participation.

As part of the launch of the statewide outreach campaign, MED-Project distributed a press release informing the public at large about the Program including distributing to 14 major and local TV broadcast stations, 15 healthcare trades, 30 retail trades, and seven healthcare organizations throughout the state. Additionally, MED-Project disseminated

an email to partners and local health officials with a letter referring to the press release to share amongst their networks.

## C. Numerical Metrics

The various education and outreach metrics that MED-Project is providing in this Annual Report are quantitative tools that collectively can be an indication of the education and outreach program's performance. Ultimate User awareness, Program usage, and accessibility are measures that can reflect the implementation of the Program. MED-Project will continue to monitor and report on these metrics, evaluating performance over time. During the Reporting Period, MED-Project reviewed the below metrics for evaluating the comprehensive education and outreach program performance as discussed in Section 10 of the Approved Plan:

### Overall Program Awareness

MED-Project did not gather these metrics during the Reporting Period, as they are survey metrics. The first survey will be completed in 2023.

### Program Participation

- Number of visits to the Website: 23,598.
  - 7,966 visits to the Find a Location page.
  - 2,314 visits to the Mail-Back Services page.
- Number of calls to the Call Center: 488.

### Media

- Reach relative to 18 and over population: 5%
- Per-campaign impressions:
  - Statewide:
    - Digital display campaign: 1,958,834 impressions
    - Social media campaign: 794,772 impressions
  - Additional social media campaigns for 21 specific counties:
    - Social media campaigns: 2,156,595 impressions
- Number of media placements:
  - Digital display campaign (English): Ran from December 5 to December 31, 2022.
  - For digital display media, media placements are considered the number of impressions. The list of daily digital display media impressions is provided in an accessible Excel spreadsheet attached in the submission of this Annual Report. See Attachment F for the number of impressions by day.
- Number of visits to the Website: 23,598.
- Number of calls to the Call Center: 488.

## **In-Store Outreach**

- Number of participating locations:
  - 1,017 Authorized Collection Sites
  - 115 Mail-Back Distribution Locations
  - 1,019 sites that received printable materials or signage. These sites include Authorized Collectors and Mail-Back Distribution Locations that received printable materials or signage during the Reporting Period.
- Printable materials and signage distributed to participating locations:
  - 1,035 posters (Multilingual)
  - 3,650 brochures (English and Spanish)

## **D. Performance of the Education and Outreach Program**

During the Reporting Period, MED-Project successfully provided a comprehensive education and outreach program as evidenced in this Annual Report. As discussed in Appendix L of the Approved Plan, MED-Project launched a media campaign that started on December 5, 2022, targeting Ultimate Users. Initial metrics from the media campaign are being reported below showing demonstrable reach of campaign messaging and substantive usage of campaign resources (i.e., Website and Call Center).

Awareness, usage, and accessibility can be measured through survey responses such as percent of respondents who are aware of the Program and respondents' opinions regarding accessibility and ease of use. MED-Project will be conducting a survey in 2023 to collect this information. Although the survey of Ultimate Users was not conducted during the Reporting Period, MED-Project posted a community feedback questionnaire on the community feedback page of the Website on March 9, 2022. MED-Project did not receive completed community feedback questionnaires during the Reporting Period.

The results of all of the metrics discussed in this section are used to measure the program's performance and they indicate that outreach efforts are having a positive impact on performance.

### **Ultimate User Awareness**

Metrics that provide information to evaluate the impact of the education and outreach program on Program awareness are the number of visits to the Website and Call Center and media-based metrics. Although the outreach program, which followed the implementation timeline described in Appendix F of the Approved Plan, only has metrics for the final month of the Reporting Period, the metrics measured do allow us to assert a level of awareness of the Program. MED-Project measured 1,958,834 impressions from the digital display media and 794,772 impressions from the social campaign. These campaigns only ran for 27 days of the Reporting Period and were able to reach 5% of the State's aged 18 and over population.

Ultimate User awareness is also developed at Authorized Collection sites or Mail-Back Distribution Locations where Ultimate Users are able to interact with personnel who can direct them towards the MED-Project program or provide more information. There were 1,017 active Authorized Collection Sites and 115 active Mail-Back Distribution Locations during the Reporting Period.

## **Program Usage**

As a measure of engagement with the Website, MED-Project is using the number of visits to the Website, because this is a measure of a resident's potential to participate in the Program. MED-Project also evaluated the number of Website page views for the Find a Location and Mail-Back Services pages of the Website as a measure of program usage, since this infers that a user was looking to dispose of Covered Drugs through the Program. During the Reporting Period, MED-Project had 23,598 total visits to the Website, including 7,966 visits to the Find a Location Page and 2,314 visits to the Mail-Back Services page.

As a measure of engagement with the Call Center, MED-Project is using the number of calls to the Call Center during the Reporting Period because this is a measure of a resident's potential to participate in the Program. Program participation metrics, such as engagement with Website and Call Center, are data points that can reflect the potential usage of the program. During the Reporting Period, MED-Project received 488 calls to the Call Center.

The amount of Covered Drugs collected and disposed of in the State during the Reporting Period is a direct measure of usage by Ultimate Users. The Annual Report also discusses the collection and disposal of Covered Drugs during the Reporting Period in Section III; Collection System. Another factor in Program usage is that when Ultimate Users enter an Authorized Collection Site or Mail-Back Distribution Location, they are able to interact with sites that can direct potential Ultimate Users toward the Program. There were 1,017 active Authorized Collection Sites and 115 active Mail-Back Distribution Locations during the Reporting Period, which represents the scale of access and potential usage of the Program.

## **Accessibility**

Consistent with section 7295 of the Government Code, the Website is available to all local demographics through a third-party translation tool. The Website is also evaluated for conformance to WCAG 2.1 Level A & AA and updated as required to provide accessibility to disabled individuals in compliance with section 7405 of the Government Code and the Web Content Accessibility Guidelines 2.0.

MED-Project also made all printable materials and signage available in formats that were compatible with the above accessibility standards. These materials were available to be provided as hard copies in both English and Spanish. All printable materials also contained a universally recognized icon that directs Ultimate Users to the Website



where they could view or print the translated documents in over 100 languages, including all of the languages specified by the California Secretary of State's voting materials language requirements. In-store outreach metrics, such as the number of participating locations and distribution of printable materials and signage can provide information on program accessibility for Ultimate Users.

MED-Project established the Call Center as an option to assist Ultimate Users with locating Authorized Collectors and Mail-Back Distribution Locations, requesting Mail-Back Packages, and requesting additional information about the Program. The Call Center is available in both English and Spanish with human representatives available to provide information about Program services. Translators are also available to provide language options suited to local demographics. The 711 teletype service is available for hearing- and speech-impaired individuals. Furthermore, all MED-Project submissions to CalRecycle during the Reporting Period, that were approved by CalRecycle, conformed with the WCAG 2.1 Level A & AA accessibility standards so that these documents could be posted to the CalRecycle website.

The Program is also generally accessible to Ultimate Users. As a measure of the number of participating locations, MED-Project is using a combination of the number Authorized Collection Sites, Mail-Back Distribution Locations, and sites that received printable materials during the Reporting Period. There were 1,017 active Authorized Collection Sites and 115 active Mail-Back Distribution Locations by the end of the Reporting Period. Additionally, MED-Project provided printable materials and signage to 1,019 sites during the Reporting Period. MED-Project distributed 3,650 brochures and 1,035 posters to these locations during the Reporting Period.

## **IX. Participating Covered Entities and Their Covered Products**

**Code Section 42033.2(b)(1):** *“A list of covered entities participating in the stewardship organization.”*

**Code Section 42033.2(b)(2):** *“The updated and reverified list provided pursuant to paragraph (2) of subdivision (a) of Section 42031 of covered products that each covered entity subject to the stewardship plan sells or offers for sale.”*

**Regulation Section 18973.4(j):** *“Covered Entities, Covered Products, and Authorized Collectors. List of the following:*

- (1) *Participating covered entities covered by the stewardship plan and their contact information including, but not limited to, the following:*

- (a) *Name of covered entity*
  - (b) *Mailing and physical address*
  - (c) *Contact name and title*
  - (d) *Email address*
- (2) *A copy of the list of covered products submitted to the Board of Pharmacy pursuant to subsection (2) of subdivision (a) of section 42031 of the Public Resources Code.*
- (3) *Authorized collectors and their contact information including, but not limited to:*
- (a) *Name of authorized collector*
  - (b) *Mailing and physical address*
  - (c) *Contact name and title*
  - (d) *Email address”*

The list of Covered Products sold or offered for sale by each participating Covered Entity is provided in an accessible Excel spreadsheet attached in the submission of this Annual Report. This list was previously submitted to the California State Board of Pharmacy by January 15, 2022. See Attachment G: List of Covered Products.

The list of Covered Entities participating in the Program during the Reporting Period is provided in an accessible Excel spreadsheet attached in the submission of this Annual Report. See Attachment H: List of Covered Entities.

A list of Authorized Collectors that were participating in the Program during the Reporting Period is provided in an accessible Excel spreadsheet attached in the submission of this Annual Report. See Attachment C: List of Participating Authorized Collectors.

## **X. Selection of Service Providers**

***Regulation Section 18973.4(k): “Description and evaluation of the process for selecting service providers, if applicable.”***

MED-Project did not select any service providers during the Reporting Period.

## XI. Incentives Provided

**Regulation Section 18973.4(l):** “Description of any grants, loans, sponsorships, reimbursements, or other incentives provided, as applicable.”

There were no grants, loans, sponsorships, reimbursements, or other incentives provided during the Reporting Period.

## XII. Staffing Changes

**Regulation Section 18973.4(m):** “Description of changes in staffing of the stewardship program.”

MED-Project identifies two points of contact in the Approved Plan. There was a change to the primary contact person during the Reporting Period. Please see Section II; Program Contact Information for more information.

## XIII. Annual Program Expenses

**Regulation Section 18973.4(n):** “A list of all actual expenses incurred during the previous reporting period. Expenses shall be summarized in accordance with the budget categories specified in section 18973.6(b).”

The following are the actual expenses incurred during the Reporting Period:

- Capital costs: ██████████
- Costs of collection, transportation and disposal of covered products: \$5,103,895
- Administrative costs: \$2,687,943
- Education and outreach costs: \$678,009
- Costs related to grants, loans, sponsorships, or other incentives as part of program implementation: \$0
- Departmental administrative fee costs: \$701,750

## XIV. Coordination

**Regulation Section 18973.4(o):** “Coordination Efforts. Description of how the program operator coordinated with other program operators to avoid confusion to the public and all program participants in the event that multiple stewardship programs for covered drugs are in operation concurrently or new stewardship programs begin operating.”

MED-Project met Plan obligations to coordinate under Regulation 18973.2(k) by contacting the other Program Operator with an offer to confer on coordination, proposing a schedule for coordination, and proposing terms for coordination of the Stewardship Program. On March 17, 2022, MED-Project sent an offer to the Drug Take-Back Solutions Foundation (the “Foundation”) to confer regarding coordination efforts. MED-Project subsequently established a schedule for coordination culminating in MED-Project submitting proposed terms of coordination, including a common mark, to the Foundation on October 18, 2022. The Foundation agreed to the terms of coordination on March 3, 2023.

## **XV. Plan Compliance**

***Code Section 42033.2(b)(8):*** “How the program operator complied with all elements in its stewardship plan.”

***Regulation Section 18973.4(p):*** “State Agency Determinations pursuant to section 42032.2(a)(1)(C) of the Public Resources Code. Submit all agency determination(s) of compliance, noncompliance, and superseding determinations of compliance, if any, for the reporting period.”

MED-Project complied with all elements in the Approved Plan during the Reporting Period, as described in this Annual Report. There were no state agency determinations for the Approved Plan pursuant to Code section 42032.2(a)(1)(C) during the Reporting Period.

# Appendix A

## Plan Exception Report

This section describes reporting as required by PRC § 42033.2(b)(6).

### Event 1: Secure Collection Receptacle Requirement

#### Description:

During the Reporting Period there were four events involving a Secure Collection Receptacle observed to be unbolted from the floor or otherwise not securely fastened to a permanent structure. From time-to-time Authorized Collection Sites unbolt and move Secure Collection Receptacles during pharmacy remodeling or for other reasons. MED-Project procedures are to record instances where unsecured Secure Collection Receptacles are reported or found during inspection and then review with the Authorized Collection Site its obligations to follow Drug Enforcement Administration requirements. MED-Project instructs Authorized Collection Sites to contact the MED-Project Help Desk in the event they have a need to move the Secure Collection Receptacle for any reason so that MED-Project can facilitate removal and re-installation of Secure Collection Receptacles at no charge to the Authorized Collection Site. In each instance, the Authorized Collection Site was instructed to remove the Covered Drugs box and liner from the Secure Collection Receptacle, prepare the box and liner for shipment, and place the Secure Collection Receptacle out of service until MED-Project facilitated re-installation.

### Event 2: Authorized Collection Site Storage

#### Description:

During the Reporting Period there were three events involving a Covered Drugs box and liner stored onsite pending Carrier pick-up for longer than the State Board of Pharmacy requirement. As stated in the Approved Plan, Authorized Collection Site regulated by the State Board have independent obligations to meet such requirements. MED-Project procedures provide support to Authorized Collection Sites by reviewing State Board storage requirements. In addition, in each of these instances, MED-Project reminded the Authorized Collection Sites to notify the MED-Project Help Desk when a box and liner has been awaiting pick-up for ten days so that MED-Project can assist with arranging for pick-up.

### Event 3: Covered Drugs Collection

#### Description:

During the Reporting Period there was one event reported involving an Authorized Collection Site pharmacist who collected Covered Drugs from Ultimate Users over the course of several days and deposited the Covered Drugs in a box and liner used for Covered Drugs collection and shipment. MED-Project's procedures are to provide each

Authorized Collection Site with an orientation on how to manage Secure Collection Receptacles including Covered Drugs liners and shipping boxes. Authorized Collection Sites are provided with training materials that they may use to train Authorized Collection Site staff and are provided with a 24/7 Help Desk for answering any questions on proper handling and storage of Covered Drugs. MED-Project again reviewed training materials with the Authorized Collection Site regarding Covered Drugs collection procedures.

#### **Event 4: Box Transportation**

##### **Description:**

During the Reporting Period there was one event reported where an Authorized Collection Site employee transported a sealed box and liner containing Covered Drugs to a Carrier pick-up location. The Authorized Collection Site staff reported that they transported the box and liner to the Carrier pick-up location due to strike activity at the Authorized Collection Site resulting in the inability for the Carrier to reach the site because of a picket line. MED-Project's procedures are to provide each Authorized Collection Site with an orientation on how to manage Secure Collection Receptacles including Covered Drugs liners and shipping boxes. Authorized Collection Sites are provided with training materials that they may use to train Authorized Collection Site staff and are provided with a 24/7 Help Desk for answering any questions on proper handling and storage of Covered Drugs. MED-Project again reviewed training materials with the Authorized Collection Site regarding Covered Drugs collection procedures including the reminder for the site to contact the MED-Project Help Desk for assistance should there be Carrier issues in the future. The box and liner was confirmed delivered to MED-Project's reverse distributor Vendor.

#### **Event 5: Authorized Collection Site Witness**

##### **Description:**

During the Reporting Period there was one event reported involving a Vendor technician removing a Covered Drugs box and liner from a Secure Collection Receptacle in a pharmacy without supervision by two DEA authorized witnesses. MED-Project's procedures are to provide each Authorized Collection Site with an orientation on how to manage Secure Collection Receptacles including Covered Drugs liners and shipping boxes. Authorized Collection Sites are provided with training materials that they may use to train Authorized Collection Site staff and are provided with a 24/7 Help Desk for answering any questions on proper handling and storage of Covered Drugs. MED-Project again reviewed training materials with the Authorized Collection Site regarding Covered Drugs collection procedures. MED-Project confirmed that the box and liner was delivered to MED-Project's reverse distributor Vendor.

## **Event 6: Box and Liner Packaging**

### **Description:**

During the Reporting Period there was one event reported involving an Authorized Collection Site request for Rapid Response. The Rapid Response was requested by the Authorized Collection Site after observing what appeared to be non-conforming materials in the Covered Drugs box and liner. A reverse distributor Vendor technician was dispatched to the site to assess the box and liner. The reverse distributor Vendor technician sealed the Covered Drugs box and liner for shipment. The reverse distributor Vendor reported that it has procedures in place to apply an overpack container for non-conforming materials in certain instances and that the technician should have applied an overpack in this event. The Vendor reported reviewing overpack standards and procedures with the technician to clarify expectations going forward. The box and liner was reported delivered to the reverse distributor Vendor without incident.

## **Event 7: Mail-Back Package Weight**

### **Description:**

During the Reporting Period there was one event involving reported weights for 15 Standard Mail-Back Packages originating from the State. The Vendor reported a data issue where the Standard Mail-Back Package weights were not recorded upon receipt at the reverse distributor facility. The Vendor corrected the data issue and made a determination that the average weight for each of the 15 Standard Mail-Back Packages is 7.32 ounces based on all Standard Mail-Back Packages received during the Reporting Period.

## **Event 8: Secure Collection Receptacle Status**

### **Description:**

During the Reporting Period there was one event involving three Secure Collection Receptacles in Yolo County reported to be temporarily out of service because they were full and awaiting service. MED-Project provides Authorized Collection Sites with multiple boxes and liners which are automatically re-ordered so that the Authorized Collection Sites do not run out. Additionally, the Approved Plan provides that if Authorized Collection Sites must lock a Secure Collection Receptacle because it is full, they can order additional boxes and liners through the MED-Project Help Desk in the event that they have run out of boxes and liners. Once an order is received, MED-Project's system initiates order fulfillment within two business days.

During this Reporting Period Retail Pharmacies managed a variety of challenges including multiple waves of COVID-19, increased COVID-19 and flu vaccinations, high turnover and staffing shortages. These challenges can affect when pharmacies lock Secure Collection Receptacles and return inner liners. Further, some pharmacies may lock their Secure Collection Receptacles if the pharmacy is closed while the location is open, or if they are short on staff, at lunch or have other interruptions to their core

services. MED-Project is also aware that at least one major chain pharmacy stores sealed boxes and liners locked in the Secure Collection Receptacle pending Carrier pick-up as a matter of policy for security reasons. The chain pharmacy reported that the Secure Collection Receptacle is locked and placed out of service while the box and liner wait for Carrier pick-up.

MED-Project continues to work with Authorized Collection Sites to continue to offer a number of options under the Approved Plan to make collection services convenient for Ultimate Users, including offering Authorized Collection Sites materials, signage and other support which directs Ultimate Users to a variety of options and collection services, such as nearby Secure Collection Receptacles and Mail-Back Services via the MED-Project Call Center and Website.

## **Event 9: DOT Special Permit Party Status**

### **Description:**

MED-Project provides orientation to Authorized Collection Sites prior to the activation in the Program. The orientation includes the requirements and conditions to operate in accordance with DOT Special Permit 20255 (“Special Permit”) including a copy of the Special Permit to be maintained onsite. Additionally, prior to activation, the Authorized Collection Site is required to submit an application to the DOT for the Authorized Collection Site to become party to the Special Permit. MED-Project determined that 29 Authorized Collection Sites did not complete the DOT application process. MED-Project developed instructions for the online application process to provide to the Authorized Collection Sites and has contacted each Authorized Collection Site to confirm whether an application had been submitted. MED-Project has implemented a verification process with the Authorized Collection Sites to prevent reoccurrence.



## Appendix B

### Safety and Security Report

#### **Event 1:**

##### **Description:**

Between January 1, 2022, and December 31, 2022, MED-Project was notified by its reverse distributor Vendor of nine apparent shipping discrepancies for Covered Drugs boxes and liners which were declared by the Carrier to be lost in transit. The individual shipping discrepancies occurred on February 22, 2022, March 15, 2022, May 10, 2022, June 29, 2022, August 23, 2022, September 6, 2022, November 17, 2022, December 29, 2022. MED-Project understands that there have been rare exceptions in which the Carrier cannot deliver a package to its destination or return it to the shipper for reasons including, but not limited to, the loss of shipping information, such as a damaged shipping label. The Vendor has reported that the Carrier has policies and procedures for managing such packages, including destruction at a permitted medical waste incinerator.

##### **Corrective Actions Taken:**

For each of these shipping discrepancies, MED-Project requested the Vendor provide a detailed report of its investigation and findings including any information on the whereabouts of the box and liner. In addition, MED-Project requested: (1) any other outcomes from investigations into the apparent box and liner shipping discrepancy; (2) any reports Vendor makes regarding this apparent discrepancy to law enforcement or government agencies; (3) any law enforcement or government agency involvement with this apparent discrepancy; (4) any legal proceedings involving this apparent discrepancy, and (5) any changes in policy or procedure that Vendor has or is planning to make as a result of the apparent discrepancy. The Vendor reported no further information or changes in policy regarding the shipping discrepancies. MED-Project continues to monitor Carrier shipping discrepancies with the Vendor to determine if loss rates are within expected shipping industry norms.

#### **Event 2:**

##### **Description:**

MED-Project identified a Covered Drugs box and liner for which a request for pick-up had been initiated by an Authorized Collection Site in the State on December 27, 2022, but which was not showing movement in the Carrier tracking system. Upon further investigation, MED-Project learned that a return label from an unrelated company (the "Company") had been applied to the box and liner and the box and liner was subsequently delivered to the Company's return warehouse.

**Corrective Actions Taken:**

MED-Project's reverse distributor Vendor initiated an investigation with the Carrier and worked with the Company to retrieve the box and liner. The box and liner was ultimately declared by the Carrier to be lost. The Vendor confirmed that the Company has procedures in place to examine the contents of unrecognized packages received and to destroy the package if it includes pharmaceuticals.


MED-Project requested the Vendor provide a detailed report of its investigation and findings including any information on the whereabouts of the box and liner. In addition, MED-Project requested: (1) any other outcomes from investigations into this event; (2) any reports Vendor makes regarding this event to law enforcement or government agencies; (3) any law enforcement or government agency involvement with this event; (4) any legal proceedings involving this event, and (5) any changes in policy or procedure that Vendor has or is planning to make as a result of the event. The Vendor reported no further information or changes in policy regarding the event. MED-Project continues to monitor Carrier shipping with the Vendor to determine if loss rates are within expected shipping industry norms.

# Appendix C

## Electronic Examples of Promotional Marketing Materials

### What items can I dispose of at a kiosk?


#### UNWANTED MEDICINE DISPOSAL



**ACCEPTED:**  
Medication in any dosage form, except for those identified as Not Accepted below, in their original container or sealed bag.


*If transferring medicine to a sealed bag, please be sure to recycle remaining packaging.*

*Please separate and remove any items and medication that are not accepted before disposing.*





**NOT ACCEPTED:**  
Herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit or illegal drugs, pet pesticide products, animal medicines, biologics (such as insulin).

For more information about the MED-Project Program, visit [www.med-project.org](http://www.med-project.org) or call 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)



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# SAFELY DISPOSE OF EXPIRED OR UNWANTED MEDICINE



## MED-Project<sup>®</sup>

Medication Education & Disposal  
[www.med-project.org](http://www.med-project.org)




Figure 2: Example of Reporting Period Brochure (English-Front) May 2022

# WHAT SHOULD YOU DO WITH YOUR EXPIRED OR UNWANTED MEDICINE?

*There are a number of ways to dispose of expired or unwanted medicine.*

Medicine helps treat diseases, manages chronic conditions, and improves health and well-being for millions of Americans. It is important that patients take their medicine as prescribed by their health care provider, and as indicated on the label or packaging. It is also important to be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children.

If you have expired or unwanted medicine, proper disposal is easy.



To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

## DISPOSAL OF HOUSEHOLD MEDICINE

- 1 MEDICINE USAGE**  
If there are specific instructions on the label, package or package insert, please follow those instructions.



- 2 SAFE STORAGE INFORMATION**  
Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.



- 3 CONVENIENT LOCATIONS**  
To find kiosk sites in your area, visit the Convenient Locations section of [www.med-project.org](http://www.med-project.org).



- 4 MAIL SERVICES FOR DISPOSAL**  
For more information about mail disposal options, visit the Mail Services for Disposal section of [www.med-project.org](http://www.med-project.org).



Figure 3: Example of Reporting Period Brochure (English-Back) May 2022

## ¿Qué elementos puedo eliminar en un kiosco?

### ELIMINACIÓN DE MEDICAMENTOS NO DESEADOS



#### ACEPTADO:

Los medicamentos en cualquier forma de dosificación, excepto aquellos identificados a continuación como No aceptados, en su envase original o bolsa sellada.

*En caso de transferir medicamentos a una bolsa sellada, asegúrese de reciclar el envase restante.*

*Separe y elimine todos los artículos y medicamentos que no se acepten antes de desecharlos.*



#### NO ACEPTADO:

Remedios a base de hierbas, vitaminas, suplementos, productos cosméticos, otros productos para el cuidado personal, dispositivos médicos, pilas, termómetros de mercurio, objetos punzantes, drogas ilícitas o ilegales, productos pesticidas para mascotas, medicamentos para animales y productos biológicos (como la insulina).

Si desea obtener más información acerca del programa MED-Project, visite [www.med-project.org](http://www.med-project.org) o llame al 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)



SPANISH

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## ELIMINACIÓN SEGURA DE MEDICAMENTOS CADUCADOS O NO DESEADOS



USO DE MEDICAMENTOS



INFORMACIÓN DE ALMACENAMIENTO SEGURO



CENTROS DE PROXIMIDAD



SERVICIOS DE CORREO PARA ELIMINACIÓN



## MED-Project®

Medication Education & Disposal

[www.med-project.org](http://www.med-project.org)



Figure 4: Example of Reporting Period Brochure (Spanish-Front) May 2022

## ¿Qué elementos puedo eliminar en un kiosco?

### ELIMINACIÓN DE MEDICAMENTOS NO DESEADOS



#### ACEPTADO:

Los medicamentos en cualquier forma de dosificación, excepto aquellos identificados a continuación como No aceptados, en su envase original o bolsa sellada.

*En caso de transferir medicamentos a una bolsa sellada, asegúrese de reciclar el envase restante.*

*Separe y elimine todos los artículos y medicamentos que no se acepten antes de desecharlos.*



#### NO ACEPTADO:

Remedios a base de hierbas, vitaminas, suplementos, productos cosméticos, otros productos para el cuidado personal, dispositivos médicos, pilas, termómetros de mercurio, objetos punzantes, drogas ilícitas o ilegales, productos pesticidas para mascotas, medicamentos para animales y productos biológicos (como la insulina).

Si desea obtener más información acerca del programa MED-Project, visite [www.med-project.org](http://www.med-project.org) o llame al 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)



SPANISH

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## ELIMINACIÓN SEGURA DE MEDICAMENTOS CADUCADOS O NO DESEADOS



USO DE MEDICAMENTOS



INFORMACIÓN DE ALMACENAMIENTO SEGURO



CENTROS DE PROXIMIDAD



SERVICIOS DE CORREO PARA ELIMINACIÓN



## MED-Project®

Medication Education & Disposal

[www.med-project.org](http://www.med-project.org)



Figure 5: Example of Reporting Period Brochure (Spanish-Back) May 2022

## Figure Description:

Figures showing the Brochure

Figure 2 (Front page-English); Figure 3 (Back page, English); Figure 4 (Front page, Spanish); Figure 5 (Back page, Spanish)

### Front Page:

Safely Dispose of Expired or Unwanted Medicine

What items can I dispose of at a kiosk? Unwanted Medicine Disposal

Accepted:

Medication in any dosage form, except for those identified as Not Accepted below, in their original container or sealed bag.

If transferring medicine to a sealed bag, please be sure to recycle remaining packaging.

Please separate and remove any items and medication that are not accepted before disposing.

Not Accepted:

Herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit or illegal drugs, pet pesticide products, animal medicines, biologics (such as insulin).

For more information about the MED-Project Program, visit [www.med-project.org](http://www.med-project.org) or call 1-844-MED-PROJECT/1-844-633-7765 (TTY: 711)

### Back Page:

What should you do with your expired or Unwanted Medicine?

There are a number of ways to dispose of expired or unwanted medicine.

Medicine helps treat diseases, manages chronic conditions, and improves health and well-being for millions of Americans. It is important that patients take their medicine as prescribed by their health care provider, and as indicated on the label or packaging. It is also important to be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children.

If you have expired or unwanted medicine, proper disposal is easy.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.


Disposal Of Household Medicine


1. Medicine Usage: If there are specific instructions on the label, package or package insert, please follow those instructions.

2. **Safe Storage Information:** Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
3. **Convenient Locations:** To find kiosk sites in your area, visit the Convenient Locations section of [www.med-project.org](http://www.med-project.org).
4. **Mail Services For Disposal:** For more information about mail disposal options, visit the Mail Services for Disposal section of [www.med-project.org](http://www.med-project.org).




**MAIL-BACK PACKAGE IS FOR  
MEDICINE**





Medication Education & Disposal



**DISPOSAL OF HOUSEHOLD MEDICINE:**

- 1 MEDICINE USAGE**  
If there are specific instructions on the label, package or package insert, please follow those instructions.
- 2 SAFE STORAGE INFORMATION**  
Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
- 3 CONVENIENT LOCATIONS**  
To find kiosk sites in your area, visit the Convenient Locations section of [www.med-project.org](http://www.med-project.org).
- 4 MAIL SERVICES FOR DISPOSAL**  
For more information about mail disposal options, visit the Mail Services for Disposal section of [www.med-project.org](http://www.med-project.org).



**Please separate and remove any items and medication that are not accepted before disposing.**

The following items are not accepted in Medicine Mail-Back Envelopes: herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit or illegal drugs, pet pesticide products, animal medicines, biologics (such as insulin), and inhalers.

If transferring medication to a sealed bag, please be sure to recycle remaining packaging.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.


For more information about the MED-Project program, please visit [www.med-project.org](http://www.med-project.org) or call 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)

*Figure 6: Example of Reporting Period Standard Mail-Back Package Insert (English) May 2022*

**EL PAQUETE DE DEVOLUCIÓN  
POR CORREO SE UTILIZA PARA  
MEDICAMENTO**





Medication Education & Disposal



**ELIMINACIÓN DE MEDICAMENTOS DOMÉSTICOS:**

- 1 USO DE MEDICAMENTOS**  
Si hay instrucciones específicas para la eliminación en la etiqueta, el paquete o el prospecto, siga esas instrucciones.
- 2 INFORMACIÓN DE ALMACENAMIENTO SEGURO**  
Siga las instrucciones de almacenamiento provistas en las etiquetas de los medicamentos y en la información que los acompaña. Mantenga los medicamentos en un lugar protegido, alejados del alcance de las personas o las mascotas. No coloque los medicamentos en la basura ni el reciclaje y nunca los tire al inodoro.
- 3 CENTROS DE PROXIMIDAD**  
Para encontrar las ubicaciones de los kioscos en su área, consulte la sección Centros de proximidad en [www.med-project.org](http://www.med-project.org).
- 4 SERVICIOS DE CORREO PARA ELIMINACIÓN**  
Si desea obtener más información sobre las opciones de eliminación de correo, visite la sección Servicios de correo para eliminación de [www.med-project.org](http://www.med-project.org).

**Separe y elimine todos los artículos y medicamentos que no se acepten antes de desecharlos.**  
Los siguientes elementos no se aceptan en los sobres de devolución por correo de medicamentos: remedios a base de hierbas, vitaminas, suplementos, productos cosméticos, otros productos para el cuidado personal, dispositivos médicos, pilas, termómetros de mercurio, objetos punzantes, drogas ilegales o ilícitas, insecticidas para animales domésticos, medicinas para animales, productos biológicos (como la insulina) e inhaladores.

Si traslada los medicamentos a una bolsa sellada, asegúrese de reciclar el envase restante.

Para proteger su privacidad, se les recuerda a los pacientes que eliminen toda la información de identificación personal de las etiquetas o los envases de los medicamentos antes de desechar los medicamentos no deseados.

Si desea obtener más información acerca del programa MED-Project, visite [www.med-project.org](http://www.med-project.org) o llame al 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)

USA.IN.01.111301.SCA.51.01.05.01.00




Figure 7: Example of Reporting Period Standard Mail-Back Package Insert (Spanish) May 2022

## Figure Description:

Figures showing the Standard Mail-Back Package Insert

Figure 6 (English); Figure 7 (Spanish)

### Description:

Mail-Back Package Is for Medicine

Please separate and remove any items and medication that are not accepted before disposing.

The following items are not accepted in Medicine Mail-Back Envelopes: herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit or illegal drugs, pet pesticide products, animal medicines, biologics (such as insulin), and inhalers.

If transferring medication to a sealed bag, please be sure to recycle remaining packaging.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

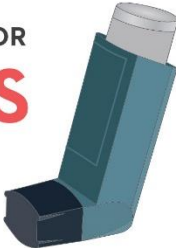
Disposal of Household Medicine:

1. **Medicine Usage:** If there are specific instructions on the label, package or package insert, please follow those instructions.
2. **Safe Storage Information:** Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
3. **Convenient Locations:** To find kiosk sites in your area, visit the Convenient Locations section of [www.med-project.org](http://www.med-project.org).
4. **Mail Services For Disposal:** For more information about mail disposal options, visit the Mail Services for Disposal section of [www.med-project.org](http://www.med-project.org).


For more information about the MED-Project Program, visit [www.med-project.org](http://www.med-project.org) or call 1-844-MED-PROJECT/1-844-633-7765 (TTY: 711)

**MAIL-BACK PACKAGE IS FOR**

# INHALERS



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Medication Education & Disposal




**DISPOSAL OF HOUSEHOLD MEDICINE:**

- 1 MEDICINE USAGE**  
If there are specific instructions on the label, package or package insert, please follow those instructions.
- 2 SAFE STORAGE INFORMATION**  
Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
- 3 CONVENIENT LOCATIONS**  
To find kiosk sites in your area, visit the Convenient Locations section of [www.med-project.org](http://www.med-project.org).
- 4 MAIL SERVICES FOR DISPOSAL**  
For more information about mail disposal options, visit the Mail Services for Disposal section of [www.med-project.org](http://www.med-project.org).

**Please separate and remove any items and medication that are not accepted before disposing.**

Only place undamaged inhalers in their original containers in the Inhaler Mail-Back Package. Inhaler Mail-Back Packages can only be used for inhalers and cannot accept other types of items.

For more information about the MED-Project program, please visit [www.med-project.org](http://www.med-project.org) or call 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)



If transferring medication to a sealed bag, please be sure to recycle remaining packaging.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Figure 8: Example of Reporting Period Inhaler Mail-Back Package Insert (English) May 2022

**EL PAQUETE DE DEVOLUCIÓN  
POR CORREO SE UTILIZA PARA  
INHALADORES**



**MED-Project**<sup>®</sup>  
Medication Education & Disposal



**ELIMINACIÓN DE MEDICAMENTOS DOMÉSTICOS:**

- 1 USO DE MEDICAMENTOS**  
Si hay instrucciones específicas para la eliminación en la etiqueta, el paquete o el prospecto, siga esas instrucciones.
- 2 INFORMACIÓN DE ALMACENAMIENTO SEGURO**  
Siga las instrucciones de almacenamiento provistas en las etiquetas de los medicamentos y en la información que los acompaña. Mantenga los medicamentos en un lugar protegido, alejados del alcance de las personas o las mascotas. No coloque los medicamentos en la basura ni el reciclaje y nunca los tire al inodoro.
- 3 CENTROS DE PROXIMIDAD**  
Para encontrar las ubicaciones de los kioscos en su área, consulte la sección Centros de proximidad en [www.med-project.org](http://www.med-project.org).
- 4 SERVICIOS DE CORREO PARA ELIMINACIÓN**  
Si desea obtener más información sobre las opciones de eliminación de correo, visite la sección Servicios de correo para eliminación de [www.med-project.org](http://www.med-project.org).

**Separe y elimine todos los artículos y medicamentos que no se acepten antes de desecharlos.**

Solo coloque inhaladores en perfecto estado en los envases originales en el paquete de devolución de inhaladores por correo. Los paquetes de devolución por correo de inhaladores solo se pueden usar para inhaladores y no pueden aceptar otros tipos de artículos.

Si traslada los medicamentos a una bolsa sellada, asegúrese de reciclar el envase restante.

Para proteger su privacidad, se les recuerda a los pacientes que eliminen toda la información de identificación personal de las etiquetas o los envases de los medicamentos antes de desechar los medicamentos no deseados.

Si desea obtener más información acerca del programa MED-Project, visite [www.med-project.org](http://www.med-project.org) o llame al 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)

USA, IN 04.110201.SCA.51.01.05.01.00




Figure 9: Example of Reporting Period Inhaler Mail-Back Package Insert (Spanish) May 2022

## Figure Description:

Figures showing the Inhaler Mail-Back Package Insert: Figure 8 (English); Figure 9 (Spanish)

### Description:

Mail-Back Package Is for Inhalers

Please separate and remove any items and medication that are not accepted before disposing.

Only place undamaged inhalers in their original containers in the Inhaler Mail-Back Package. Inhaler Mail-Back Packages can only be used for inhalers and cannot accept other types of items.

If transferring medication to a sealed bag, please be sure to recycle remaining packaging.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

1. **Medicine Usage:** If there are specific instructions on the label, package or package insert, please follow those instructions.
2. **Safe Storage Information:** Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
3. **Convenient Locations:** To find kiosk sites in your area, visit the Convenient Locations section of [www.med-project.org](http://www.med-project.org).
4. **Mail Services For Disposal:** For more information about mail disposal options, visit the Mail Services for Disposal section of [www.med-project.org](http://www.med-project.org).

For more information about the MED-Project Program, visit [www.med-project.org](http://www.med-project.org) or call 1-844-MED-PROJECT/1-844-633-7765 (TTY: 711)

# MAIL-BACK PACKAGE IS FOR **INJECTORS**



**Please separate and remove any items and medication that are not accepted before disposing.**

NOTE: Injector Mail-Back Packages can only be used for pre-filled injector products and cannot be used for inhalers, biologics (such as insulin), controlled substances (such as opioids) or other types of unwanted medicine or items.

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Medication Education & Disposal



## DISPOSAL OF HOUSEHOLD MEDICINE:

- 1 MEDICINE USAGE**  
If there are specific instructions on the label, package or package insert, please follow those instructions.
- 2 SAFE STORAGE INFORMATION**  
Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
- 3 MAIL SERVICES FOR DISPOSAL**  
For more information about mail disposal options, visit the Mail Services for Disposal section of [www.med-project.org](http://www.med-project.org).

For more information about the MED-Project program, please visit [www.med-project.org](http://www.med-project.org) or call 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)



Figure 10: Example of Reporting Period Injector Mail-Back Package Insert (English)  
May 2022

# EL PAQUETE DE DEVOLUCIÓN POR CORREO SE UTILIZA PARA **INYECTORES**



**Separe y elimine todos los artículos y medicamentos que no se acepten antes de desecharlos.**

NOTA: los paquetes de devolución por correo de inyectores únicamente pueden utilizarse para los productos inyectores precargados y no para inhaladores, productos biológicos (como la insulina), sustancias controladas (como los opioides) u otro tipo de medicamentos o elementos no deseados.

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## ELIMINACIÓN DE MEDICAMENTOS DOMÉSTICOS:

### 1 USO DE MEDICAMENTOS

Si hay instrucciones específicas para la eliminación en la etiqueta, el paquete o el prospecto, siga esas instrucciones.

### 2 INFORMACIÓN DE ALMACENAMIENTO SEGURO

Siga las instrucciones de almacenamiento provistas en las etiquetas de los medicamentos y en la información que los acompaña. Mantenga los medicamentos en un lugar protegido, alejados del alcance de las personas o las mascotas. No coloque los medicamentos en la basura ni el reciclaje y nunca los tire al inodoro.

### 3 SERVICIOS DE CORREO PARA ELIMINACIÓN

Si desea obtener más información sobre las opciones de eliminación de correo, visite la sección Servicios de correo para eliminación de [www.med-project.org](http://www.med-project.org).

Si desea obtener más información acerca del programa MED-Project, visite [www.med-project.org](http://www.med-project.org) o llame al 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)



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Figure 11: Example of Reporting Period Injector Mail-Back Package Insert (Spanish)  
May 2022



## Figure Description:

Figures showing the Injector Mail-Back Package Insert: Figure 10 (English); Figure 11 (Spanish)

### Description:

Mail-Back Package Is for Injectors

Please separate and remove any items and medication that are not accepted before disposing.

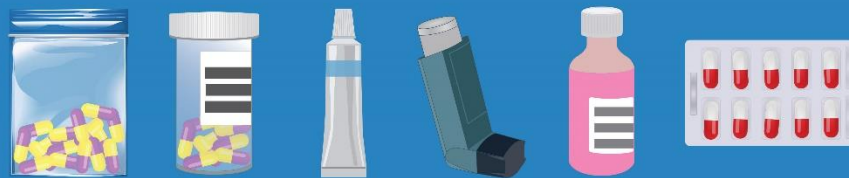
Note: Injector Mail-Back Packages can only be used for pre-filled injector products and cannot be used for inhalers, biologics (such as insulin), controlled substances (such as opioids) or other types of unwanted medicine or items.

### Disposal of Household Medicine

1. **Medicine Usage:** If there are specific instructions on the label, package or package insert, please follow those instructions.
2. **Safe Storage Information:** Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
3. **Mail Services For Disposal:** For more information about mail disposal options, visit the Mail Services for Disposal section of [www.med-project.org](http://www.med-project.org).

For more information about the MED-Project Program, visit [www.med-project.org](http://www.med-project.org) or call 1-844-MED-PROJECT1-844-633-7765 (TTY: 711)

# SAFELY DISPOSE OF EXPIRED OR UNWANTED MEDICINE HERE



# ELIMINACIÓN SEGURA DE MEDICAMENTOS CADUCADOS O NO DESEADOS AQUÍ

MED-Project Call Center: 1 (844) MED-PROJECT  
1 (844) 633-7765 / (TTY: 711)  
[www.med-project.org](http://www.med-project.org)



LMJ026 - 05/2022

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USA, PO 01 000005, RCA 11.02 01 01 00

Figure 12: Example of Reporting Period Authorized Collection Site Poster  
(English/Spanish) May 2022

## **Figure Description:**

Figure showing the multilingual Authorized Collection Site poster: Figure 12

### **Description:**

Safely Dispose of Expired or Unwanted Medicine Here

MED-Project Call Center 1(844) MED-PROJECT

1(844) 633 7765/ (TTY:711)

[www.med-project.org](http://www.med-project.org)

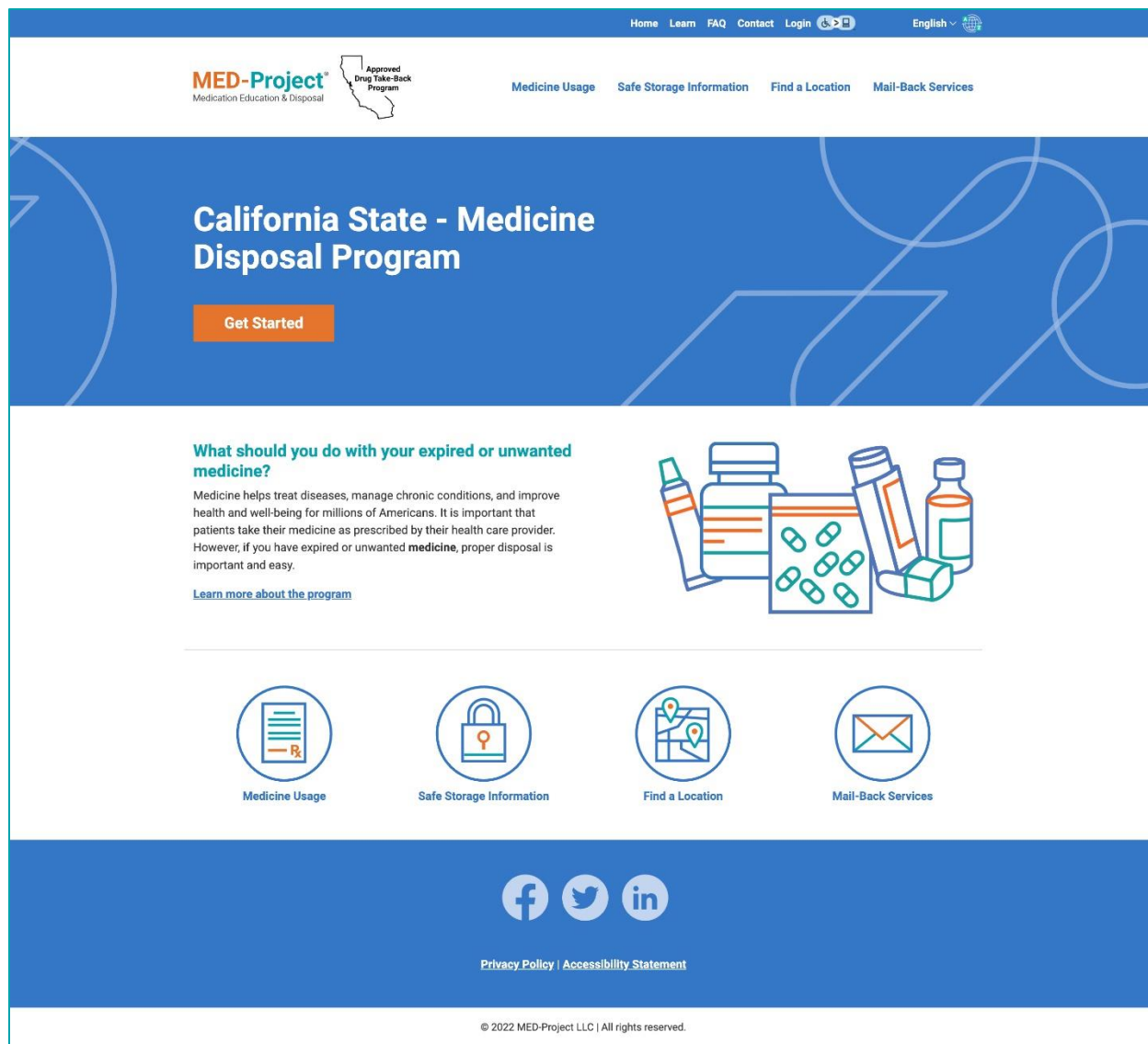


Figure 13: MED-Project Website Home Page (December 2022)

## Figure Description:

Figure showing the California State MED-Project Website “Home” page: Figure 13

### Description:

California State-Medicine Disposal Program

What should you do with your expired or unwanted medicine?

Medicine helps treat diseases, manage chronic conditions, and improve health and well-being for millions of Americans. It is important that patients take their medicine as prescribed by their health care provider. However, if you have expired or unwanted medicine, proper disposal is important and easy. Learn more about the Program.

Linked California State MED-Project Website pages (Many of these links are repeated on all Website pages):

- Home
- Learn
- FAQ
- Contact
- Medicine Usage
- Safe Storage Information
- Find a Location
- Mail-Back Services
- Privacy Policy
- Accessibility Statement

Links to social media platforms:

- Facebook
- Twitter
- Instagram

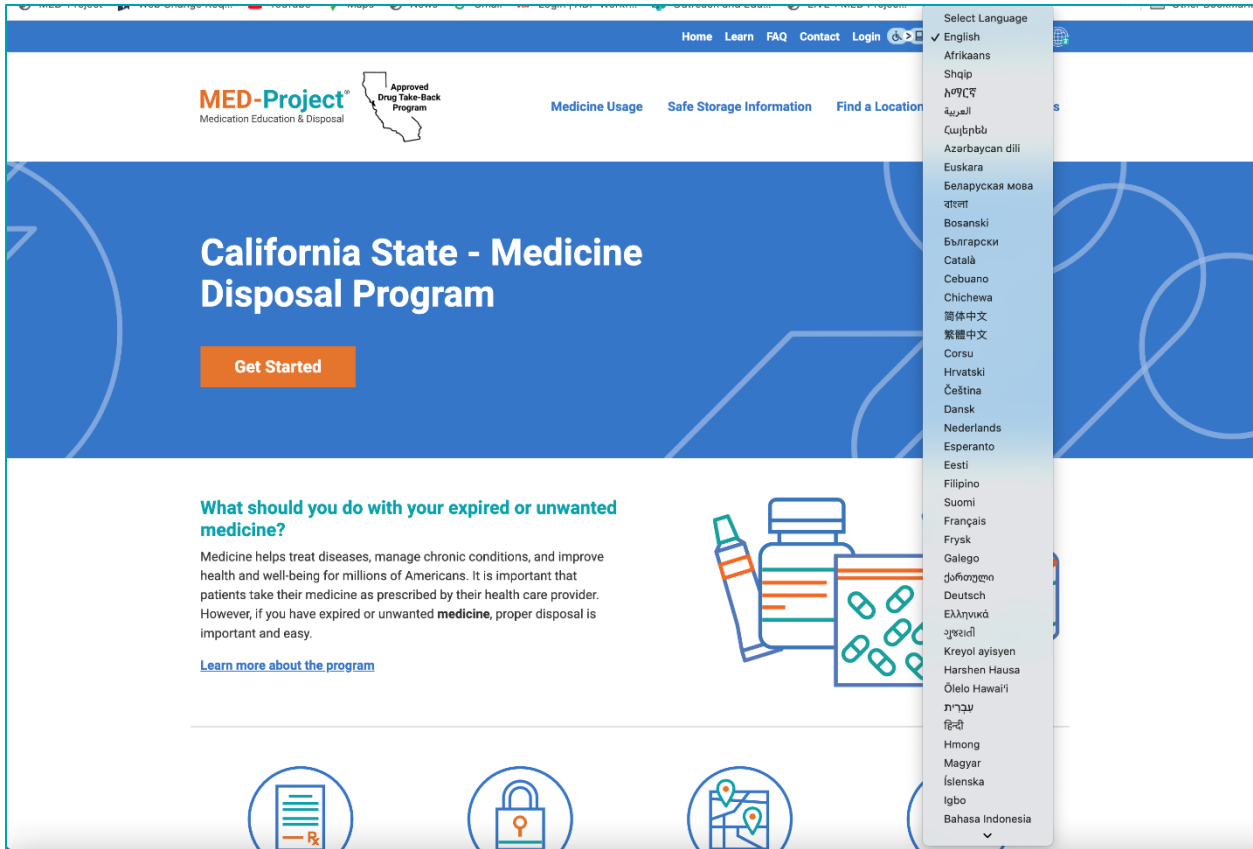


Figure 14: MED-Project Website Home Page-Language Options (December 2022)

**Figure Description:**

Figure showing the California State MED-Project Website “Home” page with translation options: Figure 14

**Description:**

California State-Medicine Disposal Program. The image shows over 40 translation options.

Home Learn FAQ Contact Login English

MED-Project  
Medicine | Storage | Education

Medicine Usage | Safe Storage Information | Find a Location | Mail-Back Services

## Find A Location

Convenient Locations | What Can I Dispose Of? | Location Services

### Convenient Locations

Community kiosk drop-off sites allow residents to bring expired or unwanted medicine to convenient locations for proper disposal.

#### Your Coverage Area

Enter your zip code to find a convenient location near you.

Starting Point: Zip Code:  95118 Radius:  5 Miles

797-Cube

Filter Results  
 Detect All  
 Medicine Kiosks  
 Medicine Mail-Back Distribution



#### Don't see your area?

The following areas have a separate program. If you are living in any of the following areas, consider visiting that portion of our website.

- Alameda County
- San Joaquin County
- City of Santa Cruz
- Unincorporated Santa Clara County
- City of Capitola
- City of Stockton
- City of Watsonville
- Incorporated San Luis Obispo County
- San Francisco County
- Marin County
- San Mateo County
- San Barbara County
- Unincorporated Contra Costa County

If you live outside of the areas above, please continue below.

#### Location Information

**Lyons Pharmacy**  
 942 Kerner Street (Unit 110/11)  
 Chula Vista, CA 91911

[Get Directions](#) [Website](#)

(619) 467-6555

**Services Provided**  
 Medicine Kiosks

**Hours of Operation**  
 Monday 9:00 AM - 5:00 PM  
 Tuesday 9:00 AM - 5:00 PM  
 Wednesday 9:00 AM - 5:00 PM  
 Thursday 9:00 AM - 5:00 PM  
 Friday 9:00 AM - 5:00 PM  
 Saturday 9:00 AM - 1:00 PM

**Yolo Pharmacy**  
 25 Main Street  
 Winters, CA 95694

[Get Directions](#)

(530) 402-1456

**Services Provided**  
 Medicine Kiosks

**Hours of Operation**  
 Monday 9:00 AM - 4:00 PM  
 Tuesday 9:00 AM - 4:00 PM  
 Wednesday 9:00 AM - 4:00 PM  
 Thursday 9:00 AM - 4:00 PM  
 Friday 9:00 AM - 4:00 PM  
 Saturday 10:00 AM - 4:00 PM

**Plumas County Sheriff's Office Portola**  
 324 South DuJing Street  
 Portola, CA 96122

[Get Directions](#) [Website](#)

(530) 832-4242

**Services Provided**  
 Medicine Kiosks

**Hours of Operation**  
 Sunday Open 24 hours  
 Monday Open 24 hours  
 Tuesday Open 24 hours  
 Wednesday Open 24 hours  
 Thursday Open 24 hours  
 Friday Open 24 hours  
 Saturday Open 24 hours

**Garberville Sub Station**  
 715 Cedar Street  
 Garberville, CA 95542

[Get Directions](#)

(707) 923-2761

**Services Provided**  
 Medicine Kiosks

**Hours of Operation**  
 Monday 9:30 AM - 4:00 PM  
 Tuesday 9:30 AM - 4:00 PM  
 Wednesday 9:30 AM - 4:00 PM  
 Thursday 9:30 AM - 4:00 PM  
 Friday 9:30 AM - 4:00 PM

**Zeta Pharmacy**  
 361 East Leland Road  
 Pittsburg, CA 94565

[Get Directions](#)

(925) 432-9770

**Services Provided**  
 Medicine Kiosks

**Hours of Operation**  
 Monday 9:00 AM - 5:30 PM  
 Tuesday 9:00 AM - 5:30 PM  
 Wednesday 9:00 AM - 5:30 PM  
 Thursday 9:00 AM - 5:30 PM  
 Friday 9:00 AM - 5:30 PM

**Apollo Pharmacy**  
 29445 Rancho California Rd.  
 Turquoise, CA 92591

[Get Directions](#)

19515084306

**Services Provided**  
 Medicine Kiosks

**Hours of Operation**  
 Monday 9:30 AM - 5:30 PM  
 Tuesday 9:30 AM - 5:30 PM  
 Wednesday 9:30 AM - 5:30 PM  
 Thursday 9:30 AM - 5:30 PM  
 Friday 9:30 AM - 5:30 PM

**Payless Pharmacy**  
 2846 Del Prado Rd Ste 710  
 Somersville, CA 95064

[Get Directions](#)

(916) 624-9960

**Services Provided**  
 Medicine Kiosks

**Hours of Operation**  
 Monday 9:00 AM - 6:00 PM  
 Tuesday 9:00 AM - 6:00 PM  
 Wednesday 9:00 AM - 6:00 PM  
 Thursday 9:00 AM - 6:00 PM  
 Friday 9:00 AM - 6:00 PM  
 Saturday 11:00 AM - 6:00 PM

**Garberville Pharmacy**  
 760 Sprowell Drank Road  
 Garberville, CA 95542

[Get Directions](#)

7079317078n

**Services Provided**  
 Medicine Kiosks

**Hours of Operation**  
 Monday 9:30 AM - 4:00 PM  
 Tuesday 9:30 AM - 4:00 PM  
 Wednesday 9:30 AM - 4:00 PM  
 Thursday 9:30 AM - 4:00 PM  
 Friday 9:30 AM - 4:00 PM

MED-Project LLC has compiled this list based on publicly available information for your convenience, but does not guarantee the accuracy of any of the information on it. MED-Project LLC does not endorse and denies any responsibility or liability for the programs listed or the processes they employ for collection, transportation, treatment, or disposal of the medicationa they collect.

Medicine Usage | Safe Storage Information | Find a Location | Mail-Back Services

Privacy Policy | Accessibility Statement

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Figure 15: MED-Project Website Find A Location Page-Convenient Locations (December 2022)



## Figure Description:

Figure showing the California State MED-Project Website “Find A Location” page, “Convenient Locations” tab: Figure 15

### Description:

Find a Location

Convenient Locations

Community kiosk drop-off sites allow residents to bring expired or unwanted medicine to convenient locations for proper disposal.

Your Coverage Area

Enter your zip code to find a convenient location near you (The user can input their ZIP code and the radius of their search to display a map of nearby Authorized Collectors).

Don't see your area?

The following areas have a separate program. If you are living in any of the following areas, consider visiting that portion of our website:

- Alameda County
- Santa Clara County
- City of Santa Cruz
- Unincorporated Santa Cruz County
- City of Capitola
- City of Scotts Valley
- City of Watsonville
- Incorporated San Luis Obispo County
- San Francisco County
- Marin County
- San Mateo County
- Santa Barbara County
- Unincorporated Contra Costa County

If you live outside of the areas above, please continue below

Location Information (The user can browse nearby Authorized Collection Sites).

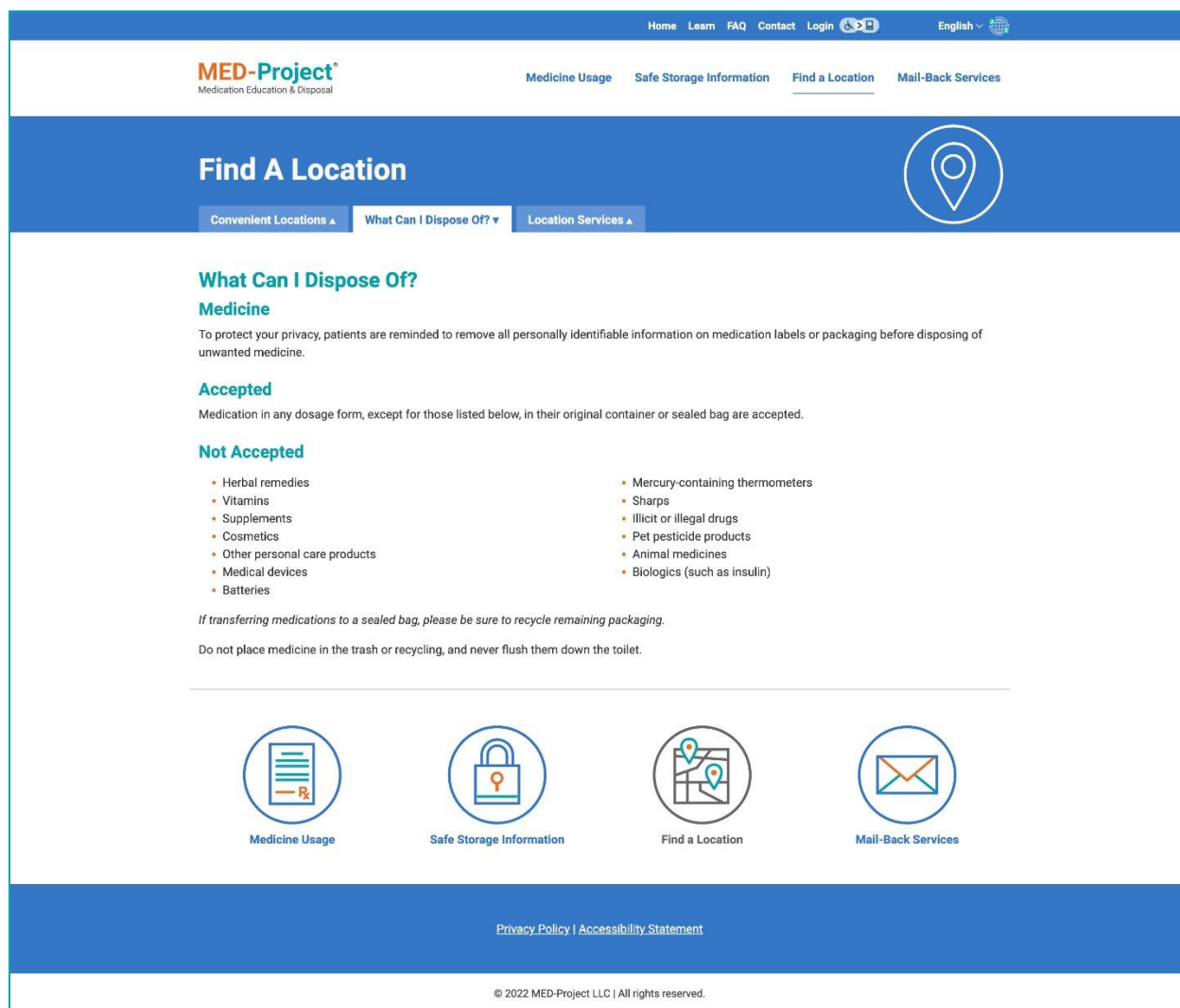


Figure 16: MED-Project Website Find a Location Page-What Can I Dispose of? (December 2022)

## Figure Description:

Figure showing the California State MED-Project Website “Find A Location” page, “What Can I Dispose of?” tab: Figure 16

### Description:

What Can I Dispose Of?

Medicine

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Accepted: Medication in any dosage form, except for those listed below, in their original container or sealed bag are accepted.

Not Accepted:

- Herbal remedies
- Mercury-containing thermometers
- Vitamins
- Sharps
- Supplements
- Illicit or illegal drugs
- Cosmetics
- Pet pesticide products
- Other personal care products
- Animal medicines
- Medical devices
- Biologics (such as insulin)
- Batteries

If transferring medications to a sealed bag, please be sure to recycle remaining packaging.

Do not place medicine in the trash or recycling, and never flush them down the toilet.

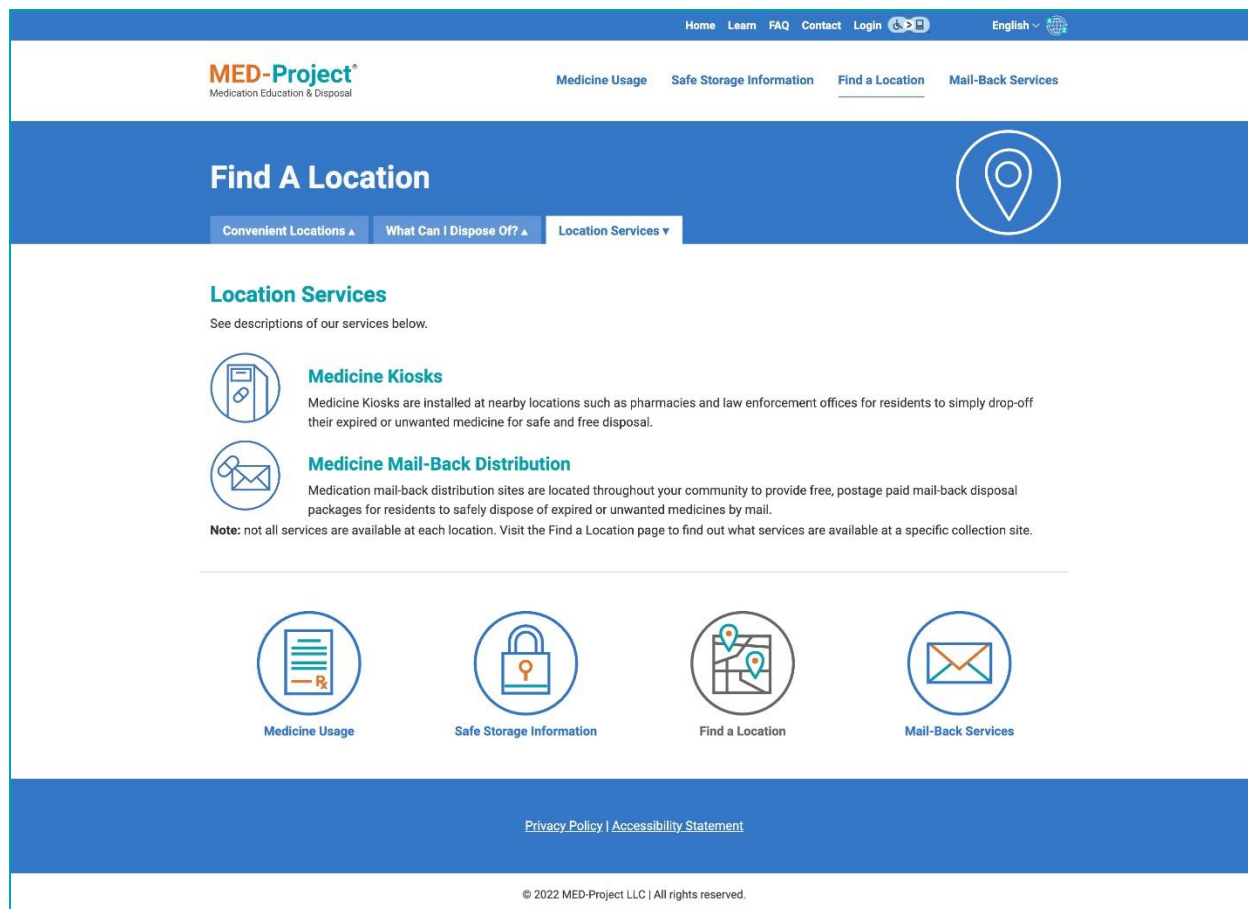


Figure 17: MED-Project Website Find A Location Page-Location Services (December 2022)

## **Figure Description:**

Figure showing the California State MED-Project Website “Find A Location” page, “Location Services” tab: Figure 17

### **Description:**

Find A Location

Location Services

See descriptions of our services below.

Medicine Kiosks

Medicine Kiosks are installed at nearby locations such as pharmacies and law enforcement offices for residents to simply drop-off their expired or unwanted medicine for safe and free disposal.

Medicine Mail-Back Distribution

Medication mail-back distribution sites are located throughout your community to provide free, postage paid mail-back disposal packages for residents to safely dispose of expired or unwanted medicines by mail.

Note: not all services are available at each location. Visit the Find a Location page to find out what services are available at a specific collection site.

Home Learn FAQ Contact Login English

MED-Project  
Medication Education & Disposal

Medicine Usage Safe Storage Information Find a Location Mail-Back Services

## Mail-Back Services

MED-Project provides the following different types of Mail-Back Packages at no charge to residents.

Please complete the below form to request a pre-paid, pre-addressed mail-back package. Instructions for disposal will be provided with all mail-back services. Please submit separate forms for each type of mail-back package.

USPS General Delivery is available when a permanent address is not available. Just enter GENERAL DELIVERY as a Street Address, and then enter the preferred City, State, and ZIP code.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Mail-Back Distribution Locations may also be available in your area.

Please be sure to separate the not accepted medicine from any accepted medicine before disposing.

\* Required field

**Contact Information**

First Name\* ID Last Name\* ID

Email ID

Address\* ID

Apt #, Building #, Suite #

City\* ID CA Zip Code\* ID

[Continue](#)

### Accepted Medicine

**Accepted:**  
Medication in any dosage form, except for those identified as not accepted below, in their original container or sealed bag are accepted.

**Not Accepted:**

- Herbal remedies
- vitamins
- supplements
- cosmetics
- other personal care products
- medical devices
- batteries
- mercury-containing thermometers
- sharpes
- illicit drugs
- pet pesticide products
- animal medicines
- biologics
- inhalers

*If transferring medications to a sealed bag, please be sure to recycle remaining packaging.*  
Do not place medicine in the trash or recycling, and never flush them down the toilet.

[View Medicine Mail-Back Insert](#)

### Accepted Inhalers

**Accepted:**  
Only place undamaged inhalers in their original containers in the Inhaler Mail-Back Package.

**Not Accepted:**

- Inhaler Mail-Back Packages can only be used for inhalers and cannot accept other types of items.

[View Inhaler Mail-Back Insert](#)

### Accepted Injectors

**Accepted:**  
Injector Mail-Back Packages can only be used for pre-filled injector products.

**Not Accepted:**

- Injector Mail-Back Packages cannot be used for inhalers, biologics (such as insulin), controlled substances (such as opioids) or other types of unwanted medicine or items.

[View Injector Mail-Back Insert](#)

Medicine Usage

Safe Storage Information

Find a Location

Mail-Back Services

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Figure 18: MED-Project Website Mail-Back Services Page (December 2022)

## Figure Description:

Figure showing the California State MED-Project “Mail-Back Services” page: Figure 18

### Description:

#### Mail-Back Services

MED-Project provides the following different types of Mail-Back Packages at no charge to residents.

Please complete the below form to request a pre-paid, pre-addressed mail-back package. Instructions for disposal will be provided with all mail-back services. Please submit separate forms for each type of mail-back package.

USPS General Delivery is available when a permanent address is not available. Just enter general delivery as a Street Address, and then enter the preferred City, State, and ZIP code.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Mail-Back Distribution Locations may also be available in your area.

Please be sure to separate the not accepted medicine from any accepted medicine before disposing. (Ultimate Users can enter their contact information in a web form to receive Mail-Back Services)

Home Learn FAQ Contact Login English

MED-Project  
Medication Education & Disposal

Medicine Usage Safe Storage Information Find a Location Mail-Back Services

# Learn

## Outreach and Education

Part of MED-Project's mission is to reach out to the local community and educate residents about proper disposal of household unwanted medicine and sharps.





Medicine helps treat diseases, manage chronic conditions, and improve health and well-being for millions of Americans. It is important that patients take their medicine as prescribed by their health care provider and as indicated on the label or packaging. It is also important to be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children.

For more information on safe storage, visit [Safe Storage Information](#).

There are a number of ways to dispose of expired or unwanted medicine. To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Do not place medicine in the trash or recycling, and never flush them down the toilet.





For additional information on the program, MED-Project has developed an educational toolkit which includes the materials below.

- 
**Brochure – Medicine Program**  
[View Brochure](#)
- 
**Frequently Asked Questions**  
[View our FAQs](#)
- 
**Video Public Service Announcement (PSA) – Medicine Program**  
[Watch PSA](#)
- 
**Media Announcement**  
[View Announcement](#)

Login to your account to [order brochures](#) or [view signage](#).

If you would like any of these materials emailed to you, contact: [california@med-project.org](mailto:california@med-project.org)

---

- 
 Medicine Usage
- 
 Safe Storage Information
- 
 Find a Location
- 
 Mail-Back Services

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Figure 19: MED-Project Website Learn Page (December 2022)



## Figure Description:

Figure showing the California State MED-Project “Learn” page: Figure 19

### Description:

Outreach and Education

Part of MED-Project's mission is to reach out to the local community and educate residents about proper disposal of household unwanted medicine and sharps.

Medicine helps treat diseases, manage chronic conditions, and improve health and well-being for millions of Americans. It is important that patients take their medicine as prescribed by their health care provider and as indicated on the label or packaging. It is also important to be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children.

For more information on safe storage, visit [Safe Storage Information](#).

There are a number of ways to dispose of expired or unwanted medicine. To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Do not place medicine in the trash or recycling, and never flush them down the toilet.

For additional information on the program, MED-Project has developed an educational toolkit which includes the materials below.

Linked California State MED-Project Website Pages:

- [Brochure-Medicine Program](#)
- [Frequently Asked Questions](#)
- [Video Public Service Announcement \(PSA\)-Medicine Program](#)
- [Media Announcement](#)

[Login to your account to order brochures or view signage.](#)

If you would like any of these materials emailed to you, contact: [california@med-project.org](mailto:california@med-project.org)

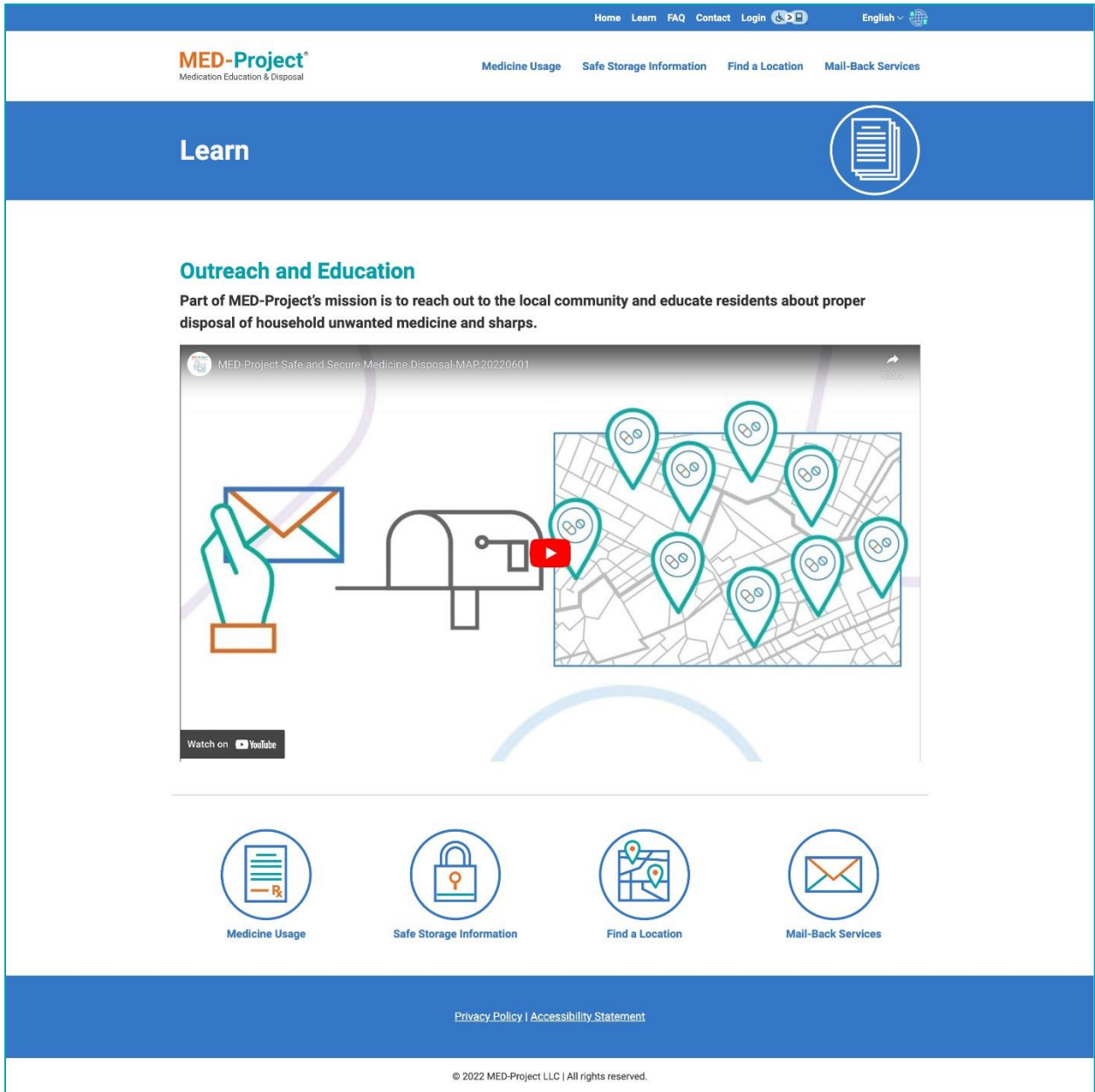


Figure 20: MED-Project Website Learn Page-Public Service Announcement (December 2022)

## **Figure Description:**

Figure showing the California State MED-Project “Outreach and Education page”:  
Figure 20

### **Description:**

Outreach and Education

Part of MED-Project's mission is to reach out to the local community and educate residents about proper disposal of household unwanted medicine and sharps.

(The user is able to view the Video Public Service Announcement)

Home Learn FAQ Contact Login English

MED-Project  
Medication Education & Disposal

Medicine Usage Safe Storage Information Find a Location Mail-Back Services

## Brochure

### Outreach and Education

Part of MED-Project's mission is to reach out to the local community and educate residents about proper disposal of household unwanted medicine.

### Safely Dispose of Expired or Unwanted Medicine

#### What items can I dispose of at a kiosk?

**Unwanted Medicine Disposal**

**Accepted:** Medication in any dosage form, except for those identified as Not Accepted below, in their original container or sealed bag.

If transferring medications to a sealed bag, please be sure to recycle remaining packaging.

Please separate and remove any items and medication that are not accepted before disposing.

**Not Accepted:** Herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit or illegal drugs, pet pesticide products, animal medicines, biologics (such as insulin).

#### What should you do with your expired or unwanted medicine?

There are a number of ways to dispose of expired or unwanted medicine.

Medicine helps treat diseases, manages chronic conditions, and improves health and well-being for millions of Americans. It is important that patients take their medicine as prescribed by their health care provider, and as indicated on the label or packaging. It is also important to be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children.

If you have expired or unwanted medicine, proper disposal is easy.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

#### Disposal of Household Medicine

**Medicine Usage**

If there are specific instructions on the label, package or package insert, please follow those instructions.

**Safe Storage Information**

Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.


**Convenient Locations**

To find kiosk sites in your area, visit the Convenient Locations section of [www.med-project.org](http://www.med-project.org).


**Mail Services for Disposal**

For more information about mail disposal options, visit the Mail Services for Disposal section of [www.med-project.org](http://www.med-project.org).


For more information about the MED-Project program, visit [www.med-project.org](http://www.med-project.org) or call 1 (844) MED-PROJECT or 1 (844) 633-7765 (TTY: 711).




Medicine Usage



Safe Storage Information



Find a Location



Mail-Back Services

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Figure 21: MED-Project Website Brochure Page (December 2022)

## Figure Description:

Figure showing the California State MED-Project “Brochure” page: Figure 21

### Description:

#### Outreach and Education

Part of MED-Project's mission is to reach out to the local community and educate residents about proper disposal of household unwanted medicine.

#### Safely Dispose of Expired or Unwanted Medicine

What items can I dispose of at a kiosk?

#### Unwanted Medicine Disposal

Accepted: Medication in any dosage form, except for those identified as Not Accepted below, in their original container or sealed bag.

If transferring medications to a sealed bag, please be sure to recycle remaining packaging.

Please separate and remove any items and medication that are not accepted before disposing.

Not Accepted: Herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit or illegal drugs, pet pesticide products, animal medicines, biologics (such as insulin).

What should you do with your expired or unwanted medicine?

There are a number of ways to dispose of expired or unwanted medicine.

Medicine helps treat diseases, manages chronic conditions, and improves health and well-being for millions of Americans. It is important that patients take their medicine as prescribed by their health care provider, and as indicated on the label or packaging. It is also important to be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children.

If you have expired or unwanted medicine, proper disposal is easy.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

#### Disposal of Household Medicine

#### Medicine Usage

If there are specific instructions on the label, package or package insert, please follow those instructions.

## Safe Storage Information

Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.

## Convenient Locations

To find kiosk sites in your area, visit the Convenient Locations section of [www.med-project.org](http://www.med-project.org).

## Mail Services for Disposal

For more information about mail disposal options, visit the Mail Services for Disposal section of [www.med-project.org](http://www.med-project.org).

For more information about the MED-Project program, visit [www.med-project.org](http://www.med-project.org) or call 1 (844) MED-PROJECT or 1 (844) 633-7765 (TTY: 711).

Home Learn FAQ Contact Login English

MED-Project  
Medication Education & Disposal

Medicine Usage Safe Storage Information Find a Location Mail-Back Services

## Media Announcement

**PRESS RELEASE  
FOR IMMEDIATE RELEASE**

**Media Contacts:**  
Jen Hansen  
Civilian  
(925) 963-5292  
hansen@civilian.com

Maureen Smith  
MED-Project  
(833) 633-7765  
outreach@med.project.org

**MED-PROJECT LAUNCHES NEW PROGRAM TO PROVIDE SAFE, FREE, AND CONVENIENT MEDICATION DISPOSAL FOR CALIFORNIA RESIDENTS**  
*Nearly 1,400 medication drop boxes installed across the state at locations including CVS and Rite Aid to serve residents who take medication to treat medical conditions*

**Sacramento, December 8, 2022** – California residents who rely on medication to treat medical conditions now have access to a free statewide program to dispose of medication safely and conveniently. This program, implemented and managed by the Medication Education & Disposal Project (MED-Project), follows the passage of the 2018 California Senate Bill 212. MED-Project is the only operator approved to operate both medication and sharps take-back programs under California SB 212 since December 2021.

This program is accessible to all California residents. Nearly 1,400 secure medication drop boxes are installed at pharmacies, hospitals, and law enforcement agencies throughout the state, ensuring that more than 90% of Californians live within 15 miles of a drop box. Californians can also order free mail-back packages at [www.med-project.org](http://www.med-project.org).

"This newly launched medication take-back program provides convenience for consumers and value to the community," said Dr. Victoria Travis, National Program Director for MED-Project. "With nearly 1,400 medication drop boxes statewide, as well as the option to request a mail-back package from the convenience of your home, we're making it easy for Californians to dispose of their household medication, while preventing misuse by others."

Californians looking for a convenient medication drop box location or requesting a mail-back package can visit [www.med-project.org](http://www.med-project.org) or contact the call center 24/7 at (844) MED-PROJECT.

MED-Project's medication disposal program began operations under the authority of the California Department of Resources Recycling and Recovery (CalRecycle) on December 9, 2021. The program is funded by pharmaceutical manufacturers.

MED-Project was established in 2014 by the Pharmaceutical Product Stewardship Work Group (PPSWG) to implement and operate community-based pharmaceutical product stewardship programs. PPSWG funds all program operations on behalf of its pharmaceutical producer members. For more information about MED-Project's programs and services, please visit [www.med-project.org](http://www.med-project.org) or call (844) MED-PROJECT / (844) 633-7765 (TTY: 711).

**About MED-Project USA**

MED-Project USA is a non-profit, 501(c)(3) tax-exempt organization that develops, implements, and operates safe, effective, and compliant programs for the disposal of household medicine and sharps in adherence with state and local legislation. MED-Project works with national and local chain pharmacies, independent pharmacies, law enforcement agencies, and community-based organizations to educate residents and those who care for them on the proper usage, secure storage, and safe disposal of household medicine and sharps. To learn more, visit [www.med-projectusa.org](http://www.med-projectusa.org) or call (833) MED-PROJECT.

###

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**ANNOUNCEMENT**  
September 28, 2022

**MED-PROJECT RECEIVES APPROVAL FROM CALRECYCLE OF FIRST ANNUAL REPORT SUBMISSION**

The Medication Education & Disposal Project (MED-Project USA), a non-profit organization that provides statewide medication and sharps take-back programs, received approval of its first [annual report](#) on August 16, 2022.

MED-Project's program for medicine disposal began operations under the authority of the California Department of Resources Recycling and Recovery (CalRecycle) on December 9, 2021. As noted in the annual report, by the end of 2021, 291 sites joined the MED-Project program with the installation of secure medicine collection bins, primarily at local pharmacies. To date, MED-Project has placed secure medicine collection bins at over 900 sites throughout the state, achieving its stated goal of ensuring 90% of California residents are within a 15-mile drive of a collection site.

This free statewide program helps California residents dispose of medication safely and conveniently. MED-Project's outreach to consumers is ongoing and focused on the appropriate use, safe storage, and secure disposal of medication.

###

**Contacts:**





Kim Courts, (619) 677-5885, [kim@civilian.com](mailto:kim@civilian.com)  
Maureen Smith, (833) MED-PROJECT or (833) 633-7765, [maureen@med-project.org](mailto:maureen@med-project.org)

**About MED-Project USA**

MED-Project USA is a non-profit, 501(c)(3) tax-exempt organization that develops, implements and operates safe, effective and compliant programs for the disposal of household medicine and sharps in adherence with state and local legislation. MED-Project works with national and local chain pharmacies, local pharmacies, law enforcement agencies, and community-based organizations to educate residents and those who care for them on the proper use, storage, and disposal of household medicine and sharps. To learn more, visit [med-projectusa.org](http://med-projectusa.org)

[Download as PDF](#)

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 Medicine Usage
  Safe Storage Information
  Find a Location
  Mail-Back Services

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Figure 22: MED-Project Website Media Announcement Page (December 2022)

## Figure Description:

Figure showing the California State MED-Project “Media Announcement” page: Figure 22

### Description:

Press release

For immediate release

Media Contacts:

Jen Hansen

Civilian

(925) 963-5292

hansen@civilian.com

Maureen Smith

MED-Project

(833) 633-7765

outreach@med-project.org

**MED-Project Launches New Program To Provide Safe, Free, And Convenient Medication Disposal For California Residents**

Nearly 1,400 medication drop boxes installed across the state at locations including CVS and Rite Aid to serve residents who take medication to treat medical conditions

Sacramento, December 8, 2022 - California residents who rely on medication to treat medical conditions now have access to a free statewide program to dispose of medication safely and conveniently. This program, implemented and managed by the Medication Education & Disposal Project (MEDProject), follows the passage of the 2018 California Senate Bill 212. MED-Project is the only operator approved to operate both medication and sharps take-back programs under California SB 212 since December 2021.

This program is accessible to all California residents. Nearly 1,400 secure medication drop boxes are installed at pharmacies, hospitals, and law enforcement agencies throughout the state, ensuring that more than 90% of Californians live within 15 miles of a drop box. Californians can also order free mail-back packages at [www.med-project.org](http://www.med-project.org).

"This newly launched medication take-back program provides convenience for consumers and value to the community: said Dr. Victoria Travis, National Program Director for MED-Project. "With nearly 1,400 medication drop boxes statewide, as well as the option to request a mail-back package from the convenience of your home, we're making it easy for Californians to dispose of their household medication, while preventing misuse by others."



Californians looking for a convenient medication drop box location or requesting a mail-back package can visit [www.med-project.org](http://www.med-project.org) or contact the call center 24/7 at (844) MED-PROJECT.

MED-Project's medication disposal program began operations under the authority of the California Department of Resources Recycling and Recovery (CalRecycle) on December 9, 2021. The program is funded by pharmaceutical manufacturers. MED-Project was established in 2014 by the Pharmaceutical Product Stewardship Work Group (PPSWG) to implement and operate community-based pharmaceutical product stewardship programs. PPSWG funds all program operations on behalf of its pharmaceutical producer members. For more information about MED-Project's programs and services, please visit [www.med-project.org](http://www.med-project.org) or call (844) MED-PROJECT/ (844) 633-7765 (TTY: 711).

#### About MED-Project USA

MED-Project USA is a non-profit, 501 (c)(3) tax-exempt organization that develops, implements, and operates safe, effective, and compliant programs for the disposal of household medicine and sharps in adherence with state and local legislation. MED-Project works with national and local chain pharmacies, independent pharmacies, law enforcement agencies, and community-based organizations to educate residents and those who care for them on the proper usage, secure storage, and safe disposal of household medicine and sharps. To learn more, visit [www.med-projectusa.org](http://www.med-projectusa.org) or call (833) MED-PROJECT

(A link to download the press release)

#### ANNOUNCEMENT

September 28, 2022

#### MED-PROJECT RECEIVES APPROVAL FROM CALRECYCLE OF FIRST ANNUAL REPORT SUBMISSION

The Medication Education & Disposal Project (MED-Project USA), a non-profit organization that provides statewide medication and sharps take-back programs, received approval of its first annual report on August 16, 2022.

MED-Project's program for medicine disposal began operations under the authority of the California Department of Resources Recycling and Recovery (CalRecycle) on December 9, 2021. As noted in the annual report, by the end of 2021, 291 sites joined the MED-Project program with the installation of secure medicine collection bins, primarily at local pharmacies. To date, MED-Project has placed secure medicine collection bins at over 900 sites throughout the state, achieving its stated goal of ensuring 90% of California residents are within a 15-mile drive of a collection site.

This free statewide program helps California residents dispose of medication safely and conveniently. MED-Project's outreach to consumers is ongoing and focused on the appropriate use, safe storage, and secure disposal of medication.

Contacts:

Kim Coutts, (619) 677-5885, [kim@civilian.com](mailto:kim@civilian.com)

Maureen Smith, (833) MED-PROJECT or (833) 633-7765, [maureen@med-project.org](mailto:maureen@med-project.org)

About MED-Project USA

MED-Project USA is a non-profit, 501 (c)(3) tax-exempt organization that develops, implements and operates safe, effective and compliant programs for the disposal of household medicine and sharps in adherence with state and local legislation. MED-Project works with national and local chain pharmacies, local pharmacies, law enforcement agencies, and community-based organizations to educate residents and those who care for them on the proper use, storage, and disposal of household medicine and sharps. To learn more, visit [med-projectusa.org](http://med-projectusa.org).

(A link to download the press release)

Home Learn FAQ Contact Login English

MED-Project® Medication Education & Disposal

Medicine Usage Safe Storage Information Find a Location Mail-Back Services

## Signage

### SAFELY DISPOSE OF EXPIRED OR UNWANTED MEDICINE

MED-Project Call Center: 1 (844) MED-PROJECT  
1 (844) 633-7765 / (TTY: 711)  
www.med-project.org

MED-Project® Medication Education & Disposal

### SAFELY DISPOSE OF EXPIRED OR UNWANTED MEDICINE HERE

MED-Project Call Center: 1 (844) MED-PROJECT  
1 (844) 633-7765 / (TTY: 711)  
www.med-project.org

MED-Project® Medication Education & Disposal

Medicine Usage Safe Storage Information Find a Location Mail-Back Services

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Figure 23: MED-Project Website Signage Page (December 2022)

## **Figure Description:**

Figure showing the California State MED-Project “Signage” page: Figure 23

### **Description:**

The page shows MED-Project signage with the following description:

Safely Dispose of Expired or Unwanted Medicine

MED-Project Call Center 1(844) MED-Project 1(844)633-7765/ (TTY:711) [www.med-project.org](http://www.med-project.org)

Safely Dispose of Expired or Unwanted Medicine Here


MED-Project Call Center 1(844) MED-Project 1(844)633-7765/ (TTY:711) [www.med-project.org](http://www.med-project.org)

Home Learn FAQ Contact Login English

MED-Project  
Medication Education & Disposal

Medicine Usage Safe Storage Information Find a Location Mail-Back Services

# COMMUNITY FEEDBACK QUESTIONNAIRE



## Where are you located?

Zip Code City County

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Figure 24: MED-Project Community Feedback Questionnaire Page (December 2022)

**Figure Description:**

Figure showing the California State MED-Project “Community Feedback Questionnaire” page: Figure 24

**Description:**

Community Feedback Questionnaire

Where are you located? (The user has the option to enter their ZIP Code to receive a community feedback questionnaire)

Home Learn FAQ Contact Login English

MED-Project  
Medication Education & Disposal

Medicine Usage Safe Storage Information Find a Location Mail-Back Services

# Contact

### Residents

If you are a resident of California State and have questions about MED-Project, please contact:

1 (844) MED-PROJECT or 1 (844) 633-7765 or (TTY: 711)

If you would like to leave feedback about the MED-Project Program, answer our [community feedback questionnaire](#).

For answers to some frequently asked questions, visit the MED-Project [FAQ](#) page.

### Convenient Locations

If you are a current kiosk drop-off site, or a retail pharmacy, hospital/clinic with an onsite pharmacy or a law enforcement agency interested in hosting a kiosk, please contact us:

**Click here:**  
[Learn more about becoming a kiosk drop-off site](#)

**Click here:**  
[Login or Register for an Account](#)

**Call us by Phone:**  
1 (833) MED-PROJECT or 1 (833) 633-7765

**Fax us:**  
1 (866) 633-1812

**Email us:**  
Email Inquiries for Medicine Disposal:  
[california@med-project.org](mailto:california@med-project.org)

**Address:**  
Dr. Victoria Travis, PharmD, MS, MBA  
National Program Director  
MED-Project CA, LLC  
4096 Piedmont Ave - Unit 174 Oakland, CA 94611

### Convenient Locations/Host Sites - Request Materials

Login to your account to [order brochures](#).

If you have any questions, comments, or concerns, [login to your account](#).


### Covered Entities

If you are a covered entity interested in participating in the MED-Project Stewardship Plan contact:


Phone: 1 (202) 495-3131  
Email: [compliance@med-project.org](mailto:compliance@med-project.org)

If you are experiencing a medical emergency, please dial 911. If you are experiencing a non-emergency but suspect that you or another individual has ingested something poisonous, please call Poison Control at 1 (800) 222-1222.


If you have questions about your medication, please call your health care provider.




Medicine Usage



Safe Storage Information



Find a Location



Mail-Back Services

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Figure 25: MED-Project Website Contact Page (December 2022)

## Figure Description:

Figure showing the California State MED-Project “Contact” page: Figure 25

### Description:

Residents

If you are a resident of California State and have questions about MED-Project, please contact: 1 (844) MED-PROJECT or 1 (844) 633-7765 or (TTY: 711)

If you would like to leave feedback about the MED-Project Program, answer our community feedback questionnaire.

For answers to some frequently asked questions, visit the MED-Project FAQ page.

Convenient Locations

If you are a current kiosk drop-off site, or a retail pharmacy, hospital/clinic with an on site pharmacy or a law enforcement agency interested in hosting a kiosk, please contact us:

Click here: Learn more about becoming a kiosk drop-off site (Link)

Click here: Login or Register for an Account (Link)

Call us by Phone: 1 (833) MED-PROJECT or 1 (833) 633-7765

Fax us: 1 (866) 633-1812

Email us:

Email Inquiries for Medicine Disposal:

california@med-project.org

Address:

Dr. Victoria Travis, PharmD, MS, MBA

National Program Director

MED-Project CA, LLC

4096 Piedmont Ave - Unit 174 Oakland, CA 94611

Convenient Locations/Host Sites-Request Materials

Login to your account to order brochures. (Link)

If you have any questions, comments, or concerns, login to your account. (Link)

Covered Entities

If you are a covered entity interested in participating in the MED-Project Stewardship Plan contact:



Phone: 1 (202) 495-3131

Email: [compliance@med-project.org](mailto:compliance@med-project.org)

If you are experiencing a medical emergency, please dial 911. If you are experiencing a non-emergency but suspect that you or another individual has ingested something poisonous, please call Poison Control at 1 (800) 222-1222.

If you have questions about your medication, please call your health care provider.


Home Learn FAQ Contact Login English

MED-Project Medication Education & Disposal


Medicine Usage Safe Storage Information Find a Location Mail-Back Services

## Frequently Asked Questions


- What is MED-Project?
- What should I do if I am having a medical emergency?
- What should I do if I think I have ingested something poisonous?
- What should I do if my pet has ingested medication?
- Whom should I call with a question about my medication?
- Where can I find information about the safe storage of medication?
- Should I remove my personal information before disposing of my medication?
- How do I dispose of my expired or unwanted medicine?
- Where are the MED-Project disposal locations nearest me?
- Will it cost me anything to dispose of my expired or unwanted medications?
- Can I flush my medication down the toilet?
- I have a question not answered by this website. Is there someone I can contact with a question about MED-Project?
- Where else can I find information about the safe disposal of expired or unwanted medicines?
- What is recommended for safe disposal of expired or unwanted medicine in California State?
- Where can I find information about California's Prop 65?




Medicine Usage



Safe Storage Information



Find a Location



Mail-Back Services

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Figure 26: MED-Project Website Frequently Asked Questions Page (December 2022)

## Figure Description:

Figure showing the California State MED-Project “Frequently Asked Questions” page:  
Figure 26

### Description:

Frequently Asked Questions

What is MED-Project? (A list of questions with drop-down options to learn more)

- What should I do if I am having a medical emergency?
- What should I do if I think I have ingested something poisonous?
- What should I do if my pet has ingested medication?
- Whom should I call with a question about my medication?
- Where can I find information about the safe storage of medication?
- Should I remove my personal information before disposing of my medication?
- How do I dispose of my expired or unwanted medicine?
- Where are the MED-Project disposal locations nearest me?
- Will it cost me anything to dispose of my expired or unwanted medications?
- Can I flush my medication down the toilet?
- I have a question not answered by this website. Is there someone I can contact with a question about MED-Project?
- Where else can I find information about the safe disposal of expired or unwanted medicines?
- What is recommended for safe disposal of expired or unwanted medicine in California State?
- Where can I find information about California's Prop 65?

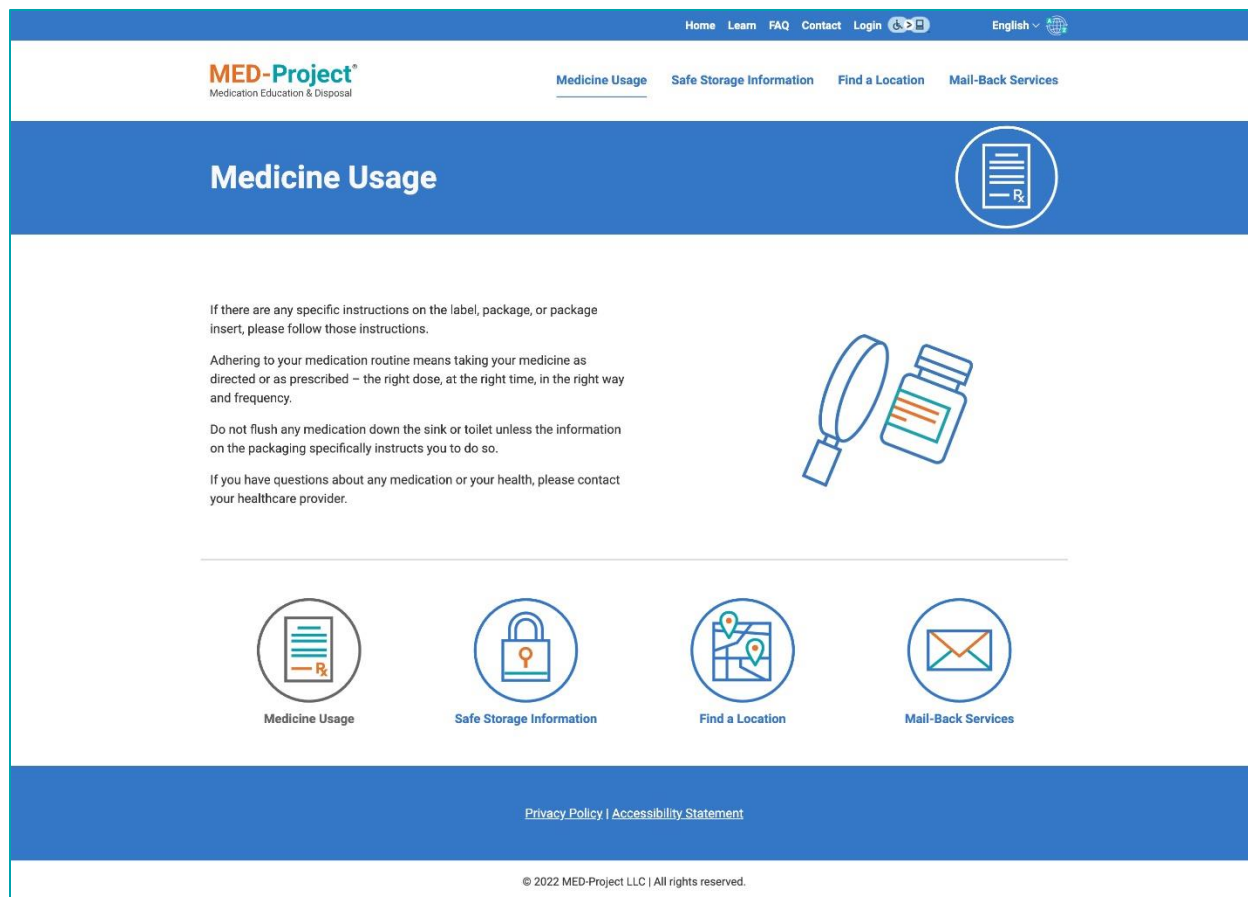


Figure 27: MED-Project Website Medicine Usage Page (December 2022)

## **Figure Description:**

Figure showing the California State MED-Project “Medicine Usage” page: Figure 27

### **Description:**

Medicine Usage

If there are any specific instructions on the label, package, or package insert, please follow those instructions.

Adhering to your medication routine means taking your medicine as directed or as prescribed - the right dose, at the right time, in the right way and frequency.

Do not flush any medication down the sink or toilet unless the information on the packaging specifically instructs you to do so.

If you have questions about any medication or your health, please contact your healthcare provider.

Home Learn FAQ Contact Login English

MED-Project  
Medication Education & Disposal

Medicine Usage Safe Storage Information Find a Location Mail-Back Services

## Safe Storage Information

It is important that patients take their medicine as prescribed by their health care provider and as indicated on the label or packaging. It is also important to be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children. If you have expired or unwanted medicine, proper storage and disposal are easy.

Follow these instructions on secure storage of unwanted or expired medicine.

**Use as Directed**

Use medicine as directed. Never give them away or share them. If you have any questions, ask your healthcare providers.

**Store Safely**

Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with them.

**Dispose of it Immediately**

Count medicine to know how many are left and if there are any missing. Dispose expired, unwanted, or unused medicine immediately and properly.


Please separate and remove any items and medication that are not accepted before disposing.

Do not place medicine in the trash or recycling and never flush them down the sink or toilet.


Never place sharps in the trash or recycling, and never flush them down the toilet. Disposing of sharps in the trash or recycling may put trash and sewage workers, janitors, housekeepers, household members, and children at risk of being harmed.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.


---




Medicine Usage



Safe Storage Information



Find a Location



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Figure 28: MED-Project Website Safe Storage Information Page (December 2022)

## Figure Description:

Figure showing the California State MED-Project “Safe Storage Information” page:  
Figure 28

### Description:

#### Safe Storage Information

It is important that patients take their medicine as prescribed by their health care provider and as indicated on the label or packaging. It is also important to be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children. If you have expired or unwanted medicine, proper storage and disposal are easy.

Follow these instructions on secure storage of unwanted or expired medicine.

#### Use as Directed

Use medicine as directed. Never give them away or share them. If you have any questions, ask your healthcare providers.

#### Store Safely

Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with them.

#### Dispose of it Immediately

Count medicine to know how many are left and if there are any missing. Dispose expired, unwanted, or unused medicine immediately and properly.

Please separate and remove any items and medication that are not accepted before disposing.

Do not place medicine in the trash or recycling and never flush them down the sink or toilet.

Never place sharps in the trash or recycling, and never flush them down the toilet. Disposing of sharps in the trash or recycling may put trash and sewage workers, janitors, housekeepers, household members, and children at risk of being harmed.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

## MED-Project's Take Back Programs



### MED-Project Programs and YOU!

Join MED-Project and make it easy for your patients, customers, and community to safely dispose of their unwanted household medication. With over one thousand participating locations and growing, MED-Project programs connect your site to your patients and customers. MED-Project makes household medication disposal safe, free and convenient.

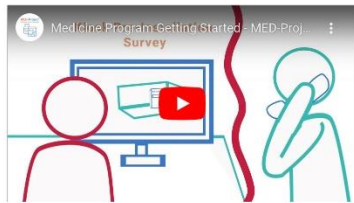
Join us today!



**Program Overview:** An overview of the requirements regarding educating the public and Program participation.



**How to Participate:** A detailed breakdown of what is involved in participating as an Authorized Collection Site, including the Ultimate User experience and the responsibilities of the site.



**Getting Started:** A step-by-step walkthrough of the onboarding process.



**Ongoing Support:** Information on how to get support and continuing Program Services.

For more information on which Programs are offered in your area, contact us today!

California Medicine Program  
helpdesk@med-project.org  
Already have an account? [Login Here](#)  
Call to Activate your Account  
1 (833) MED-PROJECT or 1 (833) 633-7765



Medicine Usage



Safe Storage Information



Find a Location



Mail-Back Services

Figure 29: MED-Project Website Recruiting Page (December 2022)



## Figure Description:

Figure showing the California State MED-Project “Recruiting” page: Figure 29

### Description:

MED-Project’s Take-Back Programs

MED-Project Programs and YOU!

Join MED-Project and make it easy for your patients, customers, and community to safely dispose of their unwanted household medication. With over one thousand participating locations and growing, MED-Project programs connect your site to your patients and customers. MED-Project makes household medication disposal safe, free and convenient.

Join us today!

Four videos are available to view:

- Video 1 caption: Program Overview: An overview of the requirements regarding educating the public and Program participation.
- Video 2 caption: Getting Started: A step-by-step walkthrough of the onboarding process.
- Video 3 caption: How to Participate: A detailed breakdown of what is involved in participating as an Authorized Collection Site, including the Ultimate User experience and the responsibilities of the site.
- Video 4 caption: Ongoing Support: Information on how to get support and continuing Program Services.

For more information on which Programs are offered in your area, contact us today!

California Medicine Program

helpdesk@med-project.org

Already have an account? [Login Here](#)

[Call to Activate your Account](#)

1 (833) MED-PROJECT or 1 (833) 633-7765

**BROWSE NAMES**

**BY ETHNICITY**

- African
- Arabic
- Aramaic
- Armenian
- Basque
- Catalan
- Celtic
- Chinese
- Czech
- Danish
- See All...

**EDITOR LISTS**

- Aristocrat Names
- Bad Boy Names
- Biblical Names
- Brainiac Names
- Cowpoke Names
- Gentle Names
- Heroic Names
- Last Names For First Names
- Nature Names
- Places For Names
- See All...

**POPULARITY**

- Top 1920s
- Top 1930s
- Top 1940s
- Top 1950s
- Top 1960s
- Top 1970s
- Top 1980s

## Top 1920s Baby Names

A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z

These were the most common names from the roaring 20's. Classic names for flappers, bootleggers, and more!

Boys  Girls

6
 13

- Albert**
*Aristocratic and bright*
>
- Alfred**
*Advice from elves*
>
- Alice**
*Noble, graceful*
>
- Anna**
*Gracious, merciful*
>
- Annie**
*Gracious, merciful*
>
- Anthony**
*Worthy of admiration or praise*
>
- Arthur**
*As strong as a bear*
>

Figure 30: Examples of Digital Media: Digital Display Media #1 (December 2022)


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■ Mustang Generations

- » 2015-present
- » 2005-2014
- » 1979-1993
- » 1974-1978

Figure 31: Examples of Digital Media: Digital Display #2 (December 2022)



Figure 32: Examples of Digital Media: Digital Display #3 Mobile (December 2022)

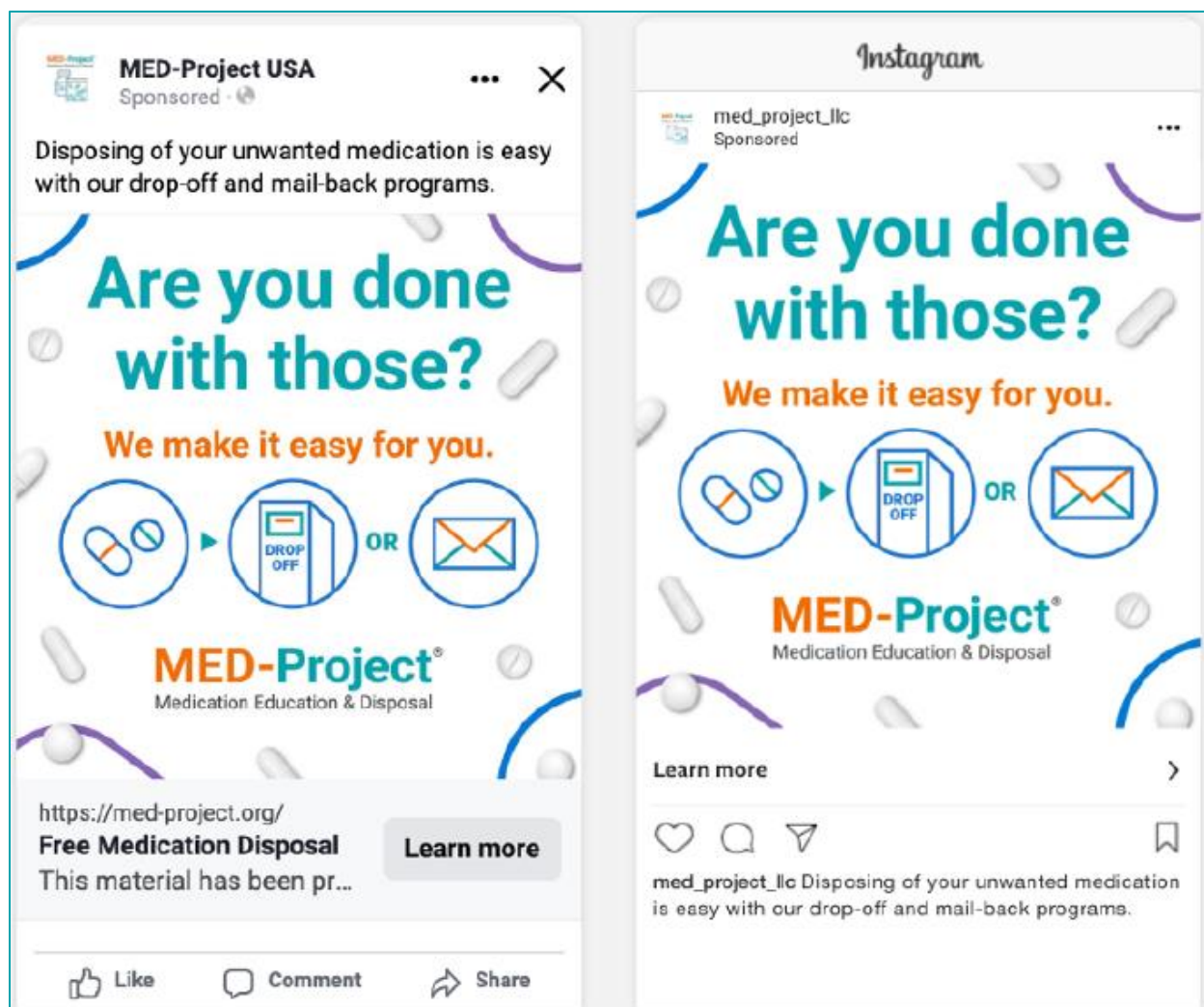


Figure 33: Examples of Social Media Campaign: Facebook/Instagram (December 2022)

## Appendix D

### Certifications

As Required by 14 CCR § 18793(e), I hereby declare, under penalty of perjury, that at the time of submission to the Department, the information provided in this document is true and correct, to the best of my knowledge.



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