

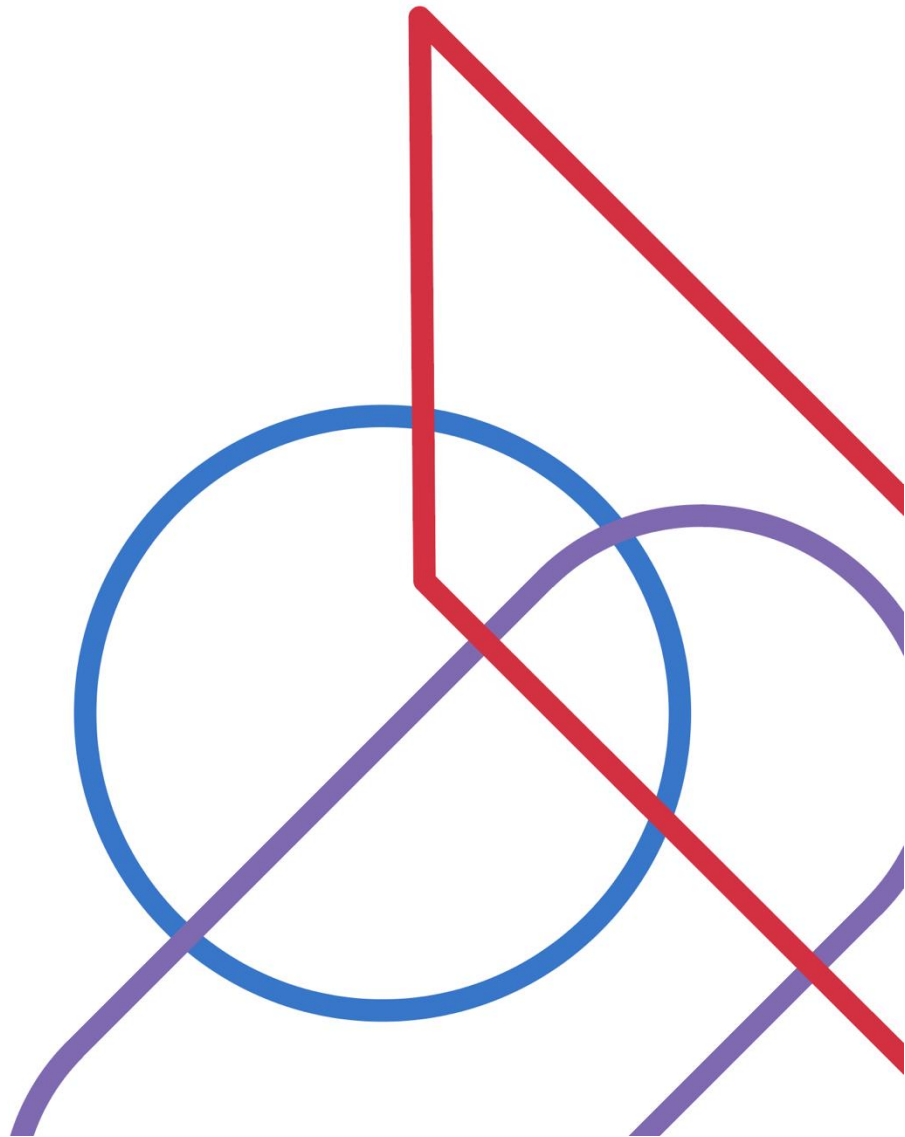
# MED-Project 2023 Annual Report

State of California, Covered Drugs

March 31, 2024

**Prepared By:** MED-Project USA

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



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Certifications

## 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 (the “Program”) in the State of California under Chapter 2 (commencing with section 42030), Part 3, Division 30 (the “Law”) of the California Public Resources Code (the “PRC”). 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 2023 State of California Annual Report (the “Annual Report”) describes MED-Project’s activities in the State (The State of California, except where the Law does not apply to a Drug pursuant to the PRC) between January 1, 2023, and December 31, 2023 (the “Reporting Period”).

MED-Project established Authorized Collection Sites during the Reporting Period and met the convenience standards outlined in PRC Section 42032.2(a)(1)(F) as discussed in this Annual Report. See Section III.B. for information about how MED-Project met the convenience standards and provided reasonable geographic spread during the Reporting Period. During the Reporting Period, there were 1,046 active Authorized Collection Sites operating Secure Collection Receptacles and there were 120 active Mail-Back Distribution Locations. During the Reporting Period, MED-Project installed Secure Collection Receptacles at 34 new Authorized Collection Sites. MED-Project has encountered some challenges in meeting the convenience standards and identifying prospective sites, particularly in counties with a population of less than 100,000. MED-Project continues to look for appropriate locations in order to provide service levels that continue to meet the convenience standards and provide for a reasonable geographic spread of services.

Despite the challenges of chain pharmacy site closures, MED-Project was able to maintain its service footprint through the recruitment efforts described in Section III.B. These efforts included outreach to tribal facilities. Due to these recruitment efforts, MED-Project was able to meet the convenience standards with Secure Collection Receptacles in five additional counties, resulting in an increase in five additional counties with Secure Collection Receptacles and 16 remaining counties relying on Mail-

Back Distribution Locations by the end of the Reporting Period. Additionally, MED-Project made significant efforts to maintain a reasonable geographic spread of Secure Collection Receptacles on a county-by-county basis. Additional information about these efforts is provided in Section III.B.

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 maintained the Website, operated the Call Center, continued distribution of printable materials and signage to participating sites, and ran outreach campaigns across the State targeted at Ultimate Users, as well as 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.

Additionally, MED-Project met with the other approved Program Operator throughout 2022 to discuss coordination. On March 3, 2023, MED-Project and the other approved Program Operator agreed to terms of coordination addressing implementation of a joint website and call center and other coordination aspects. For more information about coordination with the other approved Program Operator, see Section XIV of this report.

A digital feedback survey was conducted in October 2023. Using random sampling, the survey sought representation across various demographics, ultimately gathering responses from 1,000 individuals. For more information about the feedback survey, see Section VIII: Education and Outreach and Appendix D.

The following Sections of the Annual Report address the specific reporting requirements in Regulation Section 18973.4 and/or PRC Section 42033.2 as well as related activities that occurred during the Reporting Period. Each section of the Annual Report restates the corresponding PRC section or Regulation requirement and provides the required information. Numbers regarding the pounds of collected Covered Drugs 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 notifications to CalRecycle during the Reporting Period. The notices included:

- On March 31, 2023, MED-Project notified CalRecycle that it was updating the title for the primary contact person responsible for and overseeing the Program budget on behalf of MED-Project.
- On November 14, 2023, MED-Project submitted a letter to CalRecycle responding to CalRecycle’s Request for Action dated November 9, 2023 requesting the establishment of Authorized Collection Sites in nine specific counties (the “Nine Counties”). The Nine Counties identified by CalRecycle were Alpine, Lake, Lassen, Mariposa, Mendocino, Modoc, Mono, Siskiyou, and Trinity. MED-Project committed to take actions concerning the Nine Counties including: 1) identify the number of potential Authorized Collection Sites using geographic information systems (“GIS”) modeling that would need to install a collection receptacle to meet the 90% of Ultimate Users living within a 15-mile drive of an Authorized Collection Site in the Nine Counties; 2) Initiate additional in-person visits, digital, and phone contact to recruit Authorized Collection Sites in the Nine Counties; 3) Document any reasons outside of MED-Project’s control to establish Authorized Collection Sites in the Nine Counties; 4) Report monthly progress to CalRecycle in monthly meetings on the potential Authorized Collection Sites that have signed a written offer to participate in the MED-Project Program in the Nine Counties (the first update occurred in December 2023); and 5) Launch an additional digital media outreach campaign promoting the availability of Mail-Back Services to Ultimate Users who live in the Nine Counties. The results of these actions are described in this Annual Report. In addition, MED-Project is reporting an additional reasonable geographic spread at the county level based on county population levels. See Section III of this Annual Report.
- On December 22, 2023, MED-Project notified CalRecycle of the utilization of an additional United States Department of Transportation Special Permit, allowing Authorized Collection Sites another option for preparing collected Covered Drugs for shipment.

## 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.”

The primary contact person for MED-Project during 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.”*

During the Reporting Period, MED-Project contacted 1,041 potential Authorized Collectors about participation as an Authorized Collection Site in the counties where the Program operated via multiple methods, including direct mailings, in-person visits, pre-installation assessments, phone calls, and email check-ins. MED-Project is including a list of potential Authorized Collectors contacted about participation as an Authorized Collection Site in the Program. See Attachment A: List of Potential Authorized Collectors Contacted.

MED-Project received expressions of interest in Program participation from 70 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 an expression of interest, regardless of whether MED-Project had achieved the minimum convenience standards in PRC Section 42032.2(a)(1). As described in the Approved Plan Section 4, MED-Project began good-faith negotiations by initiating a process that includes:

- Conducting an eligibility assessment.
- Providing a questionnaire to collect information required for an agreement if the potential Authorized Collector is eligible to participate in the Program.
- Providing a draft agreement based on information provided in the returned questionnaire.
- Providing a draft written offer to participate stating that the potential Authorized Collector has reviewed MED-Project’s draft agreement, identified no significant objections to the draft agreement, agreed to comply with all applicable laws, regulations, and other legal requirements and agreed to participate in the Program without compensation.
- Receiving a signed offer to participate from the potential Authorized Collector.

When conducting an eligibility assessment, MED-Project evaluated criteria including but not limited to the following:

- DEA compliant Secure Collection Receptacle placement location.
- Clear and active State Board pharmacy license, as applicable.
- DEA registration status, as applicable.

One potential Authorized Collector identified objections to the MED-Project draft agreement. MED-Project was negotiating with the potential Authorized Collector when the Reporting Period ended to reach an agreement that allowed the Authorized Collector to participate in the Program on terms consistent with the scope of the Law and Regulations.



On August 23, 2023, MED-Project notified Retail Pharmacy Chains of the requirement in PRC Section 42032.2(b)(2). There were 1,046 active Authorized Collection Sites in the State during the Reporting Period. Retail Pharmacy Chains accounted for 882 of the 1,046 Authorized Collection Sites that were active during the Reporting Period.

MED-Project received 36 written offers to participate in the Program during the Reporting Period. Of those 36 potential Authorized Collectors who submitted written offers to participate, 29 entered into agreements with MED-Project before the end of the Reporting Period. MED-Project received a written offer to participate from one potential Authorized Collector prior to the Reporting Period and entered into an agreement with that one Authorized Collector during the Reporting Period. A list of the potential Authorized Collectors that submitted a written offer to participate during the Reporting Period is provided in an accessible spreadsheet in Attachment B of this Annual Report. See Attachment B: List of Potential Authorized Collectors Submitting Written Offer to Participate.

MED-Project excluded one potential Authorized Collector from the Program during the Reporting Period because it was not able to meet Department of Transportation requirements. Accordingly, MED-Project subsequently notified the potential Authorized Collector of the reason for exclusion and any changes the potential Authorized Collector could make to join the Program. MED-Project is including information about the site that was excluded from participating in the Program in Attachment C of this Annual Report. See Attachment C: List of Sites Excluded from Participation.

## **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.”***

MED-Project met the convenience standards in PRC Section 42032.2(a)(1)(F)(i) and (iii) during the Reporting Period, with a combination of Authorized Collection Sites and Mail-Back Distribution Locations.

By the end of the Reporting Period, there were a total of 16 counties that did not have the minimum number of Authorized Collection Sites due to circumstances beyond MED-Project’s control. In these 16 counties, as described in the Approved Plan, MED-Project established at least one Mail-Back Distribution Location for each Authorized Collection Site otherwise necessary to meet the minimum number of Authorized Collection Sites

as required in the Law. Within those counties, MED-Project identified 102 potential Authorized Collectors. During the Reporting Period, MED-Project conducted outreach to these potential Authorized Collectors 161 times via multiple methods, including in-person visits, pre-installation assessments, phone calls, and email check-ins. MED-Project also issued notifications to Retail Pharmacy Chains inviting participation as an Authorized Collection Site in these 16 counties.

MED-Project launched an additional digital media outreach campaign promoting the availability of Mail-Back Services to Ultimate Users in the 16 counties that did not have the minimum number of Authorized Collection Sites. The digital media campaign promoted options available for Ultimate Users to safely dispose of Covered Drugs.

MED-Project is including a list of the 102 potential Authorized Collectors in the 16 counties that were contacted by MED-Project in the submission of this Annual Report. See Attachment D: List of Potential Authorized Collectors Considered in 16 Counties.

The potential Authorized Collectors listed in Attachment D were not feasible as an Authorized Collection Site for several reasons beyond MED-Project's control including (1) lack of interest in participation in the Program; (2) the appropriate party was not available to respond to MED-Project's outreach; (3) lack of response to MED-Project's outreach; (4) closure of the potential Authorized Collection Site during the Reporting Period; (5) the presence of an existing secure collection receptacle operated by another approved Program Operator; (6) not able to meet State Board and/or DEA requirements; or (7) not open or accessible to public.

Figure 1 gives a visual representation of the active Authorized Collection Sites and Mail-Back Distribution Locations during the Reporting Period.

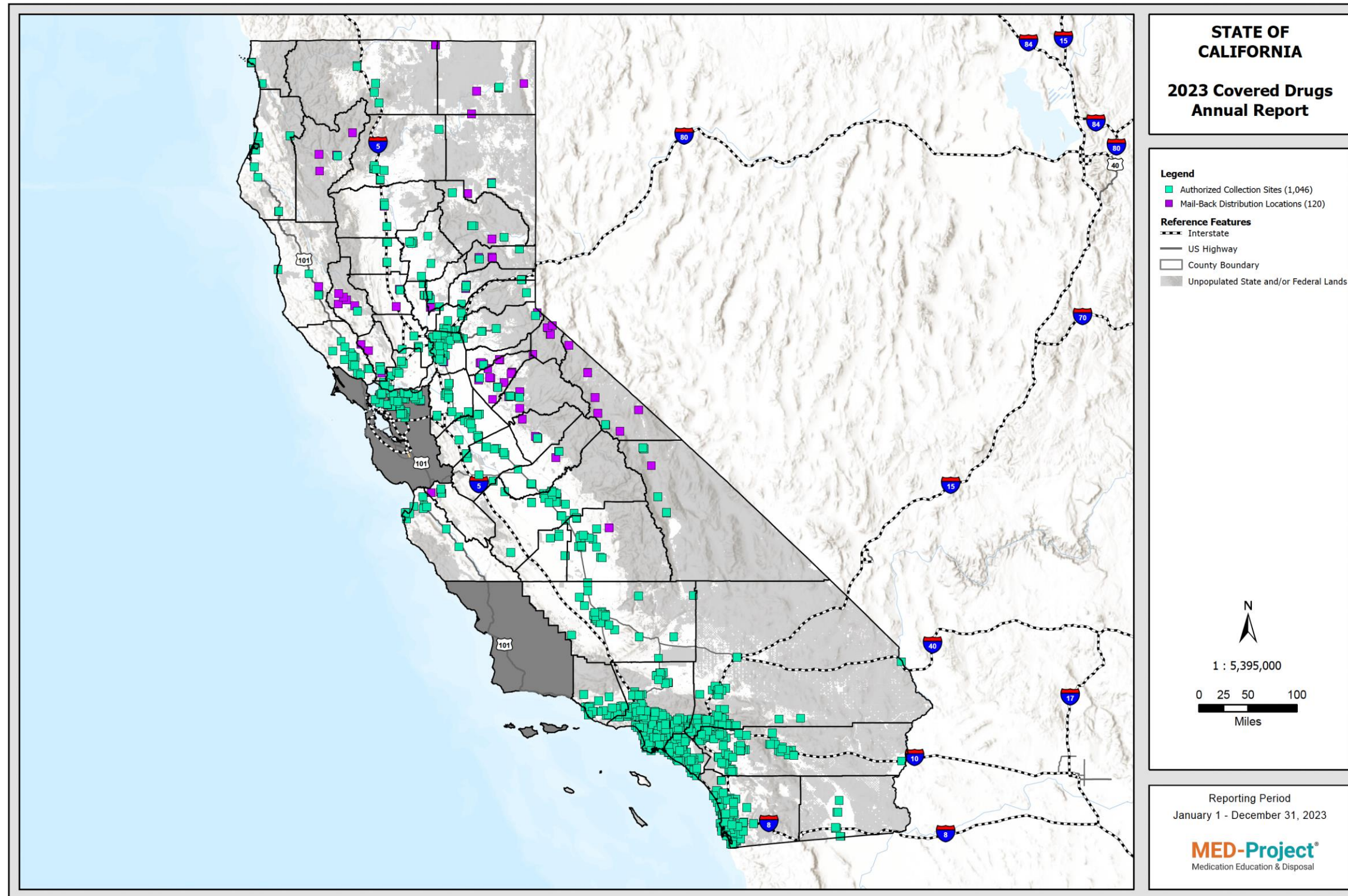


Figure 1: Map of Authorized Collection Sites and Mail-Back Distribution Locations During the Reporting Period

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Throughout the Reporting Period, MED-Project provided a reasonable geographic spread of Authorized Collection Sites so that more than 90% of Ultimate Users across the State live within a 15-mile drive of an Authorized Collection Site.

Within the Nine Counties, MED-Project identified 72 potential Authorized Collectors. During the Reporting Period MED-Project conducted outreach 146 times to these potential Authorized Collectors via multiple methods, including in-person visits, pre-installation assessments, phone calls, and email check-ins. MED-Project also issued notifications to Retail Pharmacy Chains inviting participation as an Authorized Collection Site in the Nine Counties.

MED-Project launched an additional digital media outreach campaign promoting the availability of Mail-Back Services to Ultimate Users in the Nine Counties. The digital media campaign promoted options available for Ultimate Users to safely dispose of Covered Drugs. MED-Project is including a list of the 72 potential Authorized Collectors in the Nine Counties that were contacted by MED-Project in the submission of this Annual Report. See Attachment E: List of Potential Authorized Collectors Considered in Nine Counties.

The potential Authorized Collectors listed in Attachment E were not feasible as an Authorized Collection Site for several reasons beyond MED-Project's control including (1) lack of interest in participation in the Program; (2) the appropriate party was not available to respond to MED-Project's outreach; (3) lack of response to MED-Project's outreach; (4) closure of the potential Authorized Collection Site during the Reporting Period; (5) the presence of an existing secure collection receptacle operated by another approved Program Operator; (6) not able to meet State Board and/or DEA requirements; or (7) not open or accessible to public.

MED-Project also established a reasonable geographic spread of Authorized Collection Sites at the county level during the Reporting Period. MED-Project used US 2020 Census Block population data and the most recent publicly available population calculations from the State of California Department of Finance provided in its E-1 Population Estimates for Counties. Counties were stratified based on the county population from highly populated counties to less populated counties, where population density also tends to be more dispersed. Distance traveled was measured as miles driven versus using the direct distance between two points ("as the crow flies") to provide a more realistic and practical approach for a measure of reasonable geographic spread calculated at the county level. For less populated counties, residents typically travel longer distances for day-to-day services, such as grocery shopping and healthcare services, and this is reflected in the reasonable geographic spread of Authorized Collection Sites at the county level. See the US Census Report at <https://www.census.gov/content/dam/Census/library/publications/2019/acs/acs-41.pdf>.

For more highly populated counties with a population of greater than or equal to 200,000 residents per county, MED-Project provided a reasonable geographic spread of

Authorized Collection Sites so that more than 90% of Ultimate Users in these counties live within a 15-mile drive of an Authorized Collection Site.

In counties with a population of greater than or equal to 100,000 residents and less than 200,000 residents per county, MED-Project provided a reasonable geographic spread of Authorized Collection Sites so that more than 90% of Ultimate Users live within a 30-mile drive of an Authorized Collection Site.

In counties with a population of greater than or equal to 50,000 residents and less than 100,000 residents per county, MED-Project provided a reasonable geographic spread of Authorized Collection Sites so that more than 90% of Ultimate Users live within a 45-mile drive of an Authorized Collection Site.

In counties with a population of greater than or equal to 5,000 residents and less than 50,000 residents per county, MED-Project provided a reasonable geographic spread of Authorized Collection Sites so that more than 75% of Ultimate Users live within a 45-mile drive of an Authorized Collection Site.

MED-Project launched an additional digital media outreach campaign promoting the availability of Mail-Back Services to Ultimate Users in the counties where at least 90% of Ultimate Users live more than a 15-mile drive from an Authorized Collection Site. The digital media campaign promoted options available for Ultimate Users to safely dispose of Covered Drugs.

See Figures 2, 3, and 4 for a visual representation of the reasonable geographic spread at the county level in Northern, Central, and Southern California, respectively, during the Reporting Period.

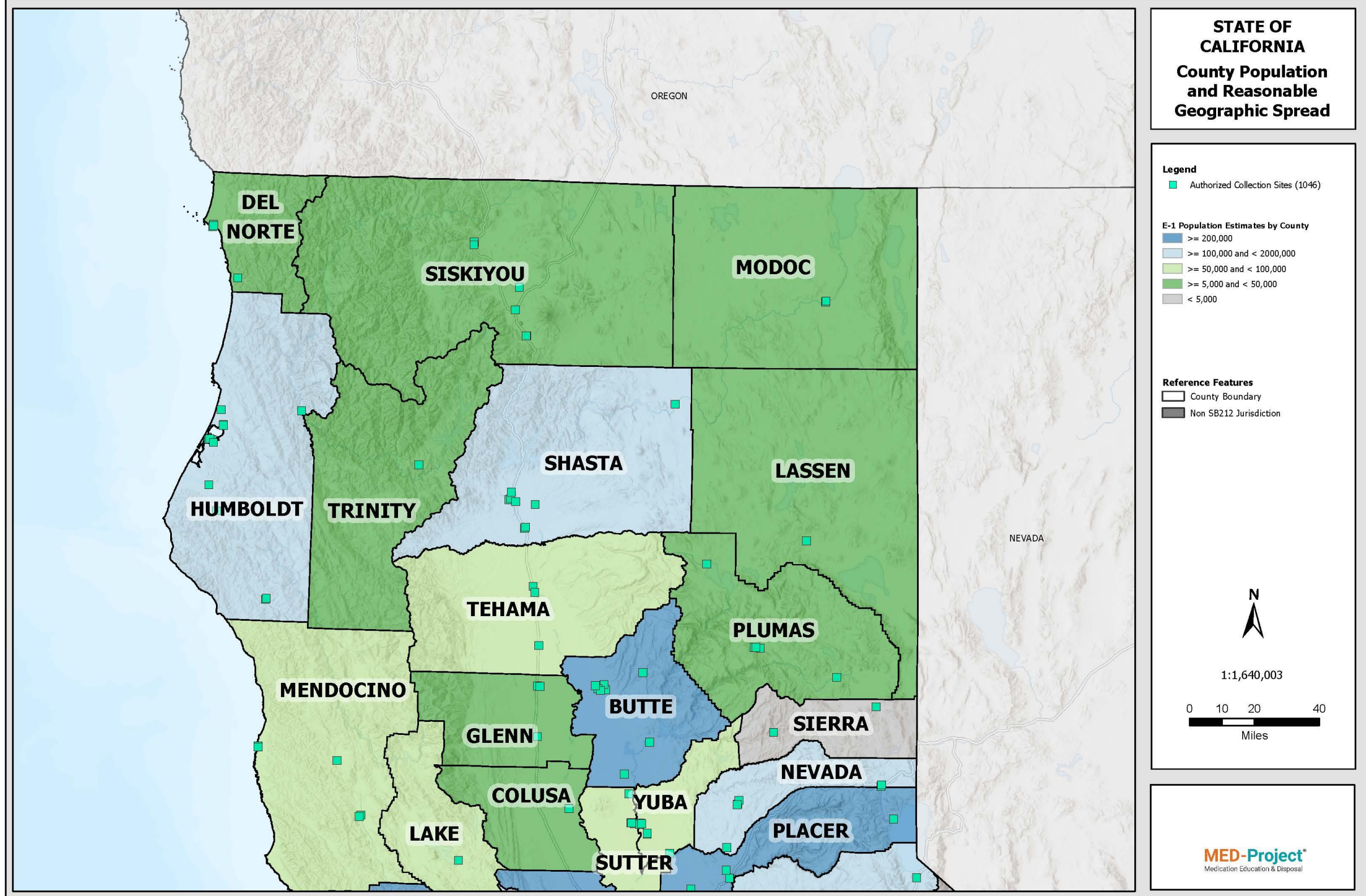


Figure 2: Authorized Collection Sites and Reasonable Geographic Spread, by County, for Northern California

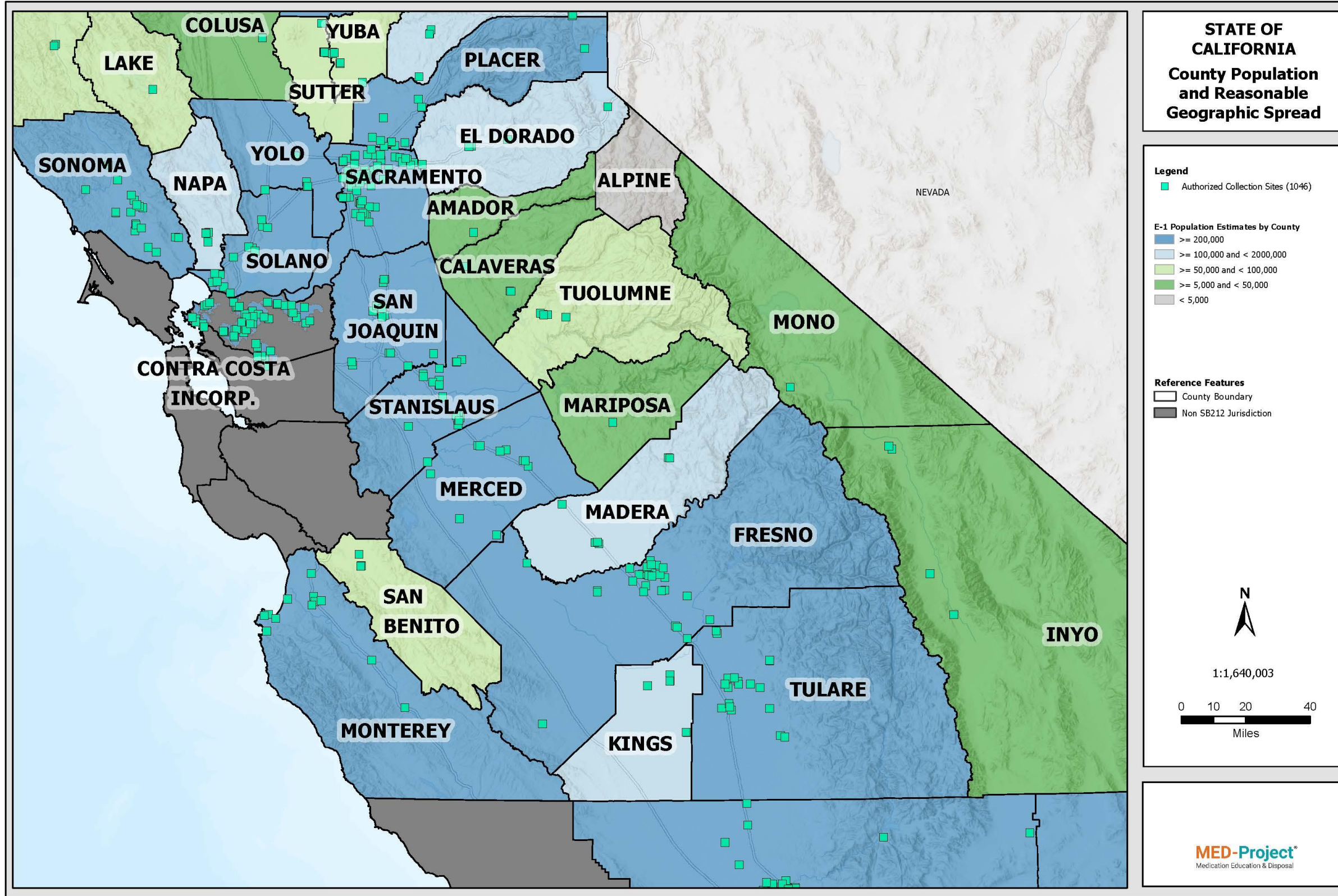


Figure 3: Authorized Collection Sites and Reasonable Geographic Spread, by County, for Central California



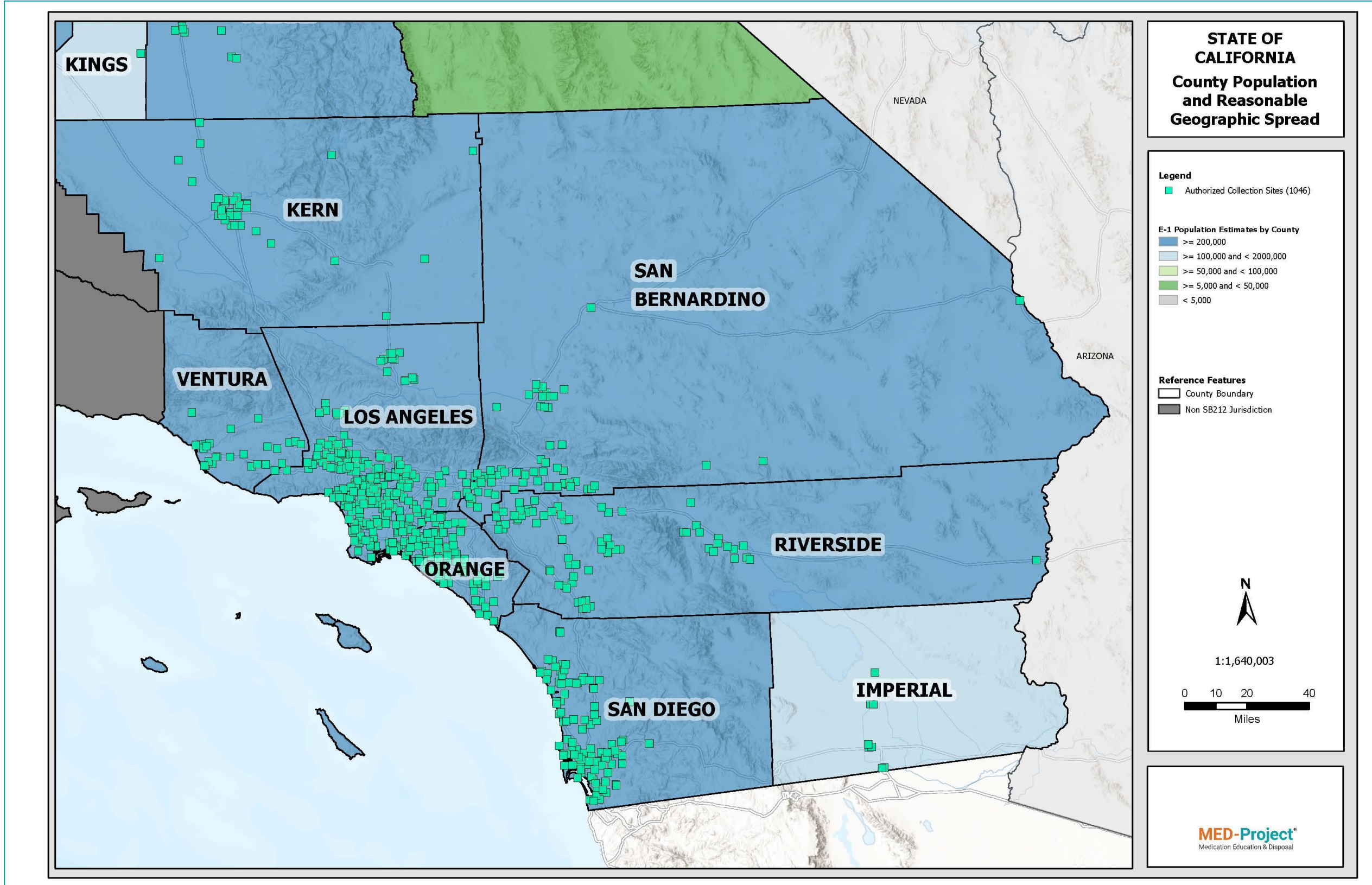


Figure 4: Authorized Collection Sites and Reasonable Geographic Spread, by County, for Southern California

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Areas of higher population density generally have increased availability of services, including potential Authorized Collection Sites. As a result, counties and areas with a higher population density have more Authorized Collection Sites and potential Authorized Collection Sites while areas of lower population density have fewer available potential Authorized Collection Sites. Residents living in areas with lower population densities typically travel longer distances for services, such as groceries and health care services.

See Figures 5, 6, and 7 for a visual representation of the active Authorized Collection Sites and population density, by county, for Northern, Central, and Southern California, respectively, during the Reporting Period.

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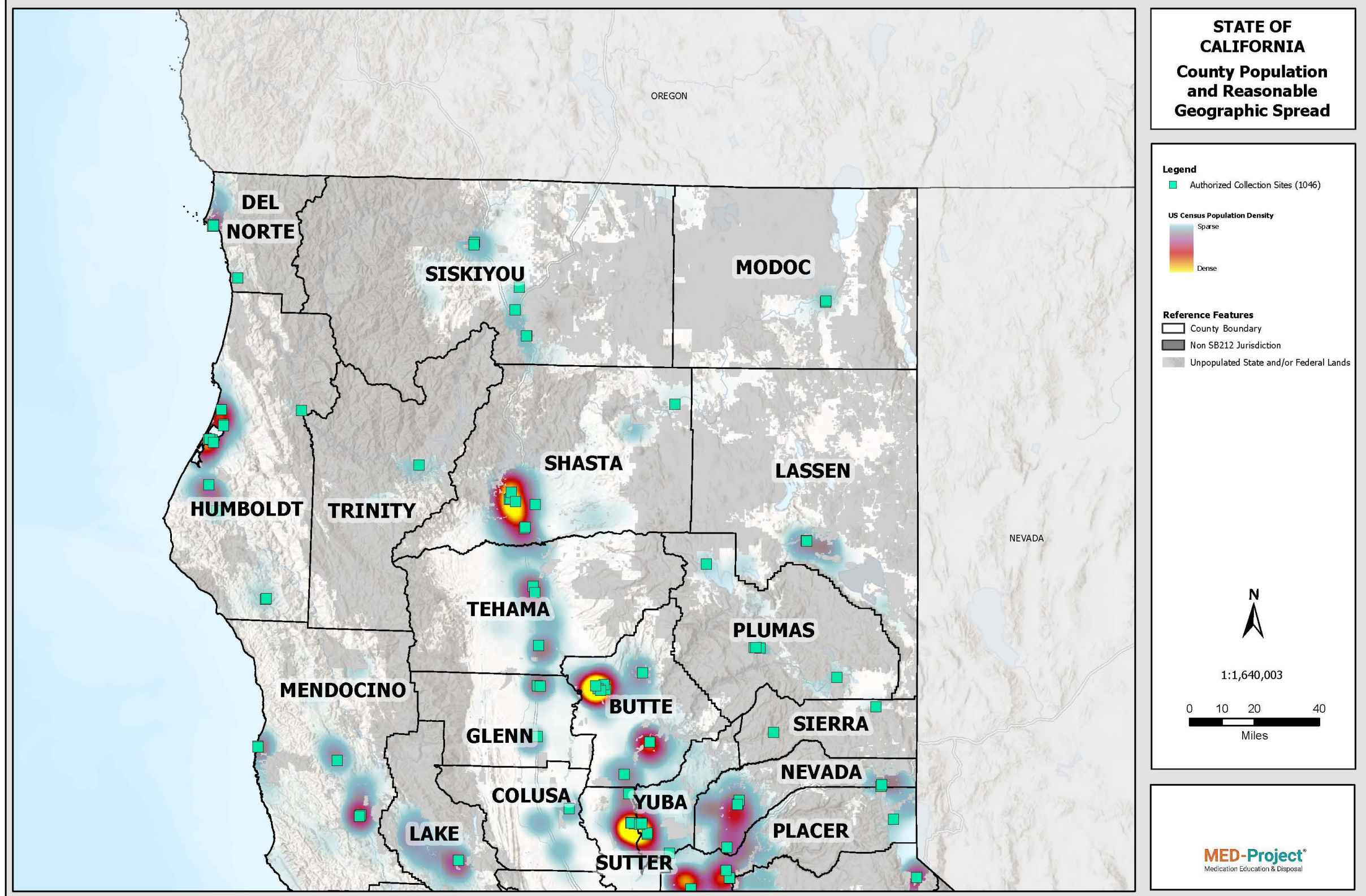


Figure 5: Authorized Collection Sites and Population Density, by County, for Northern California

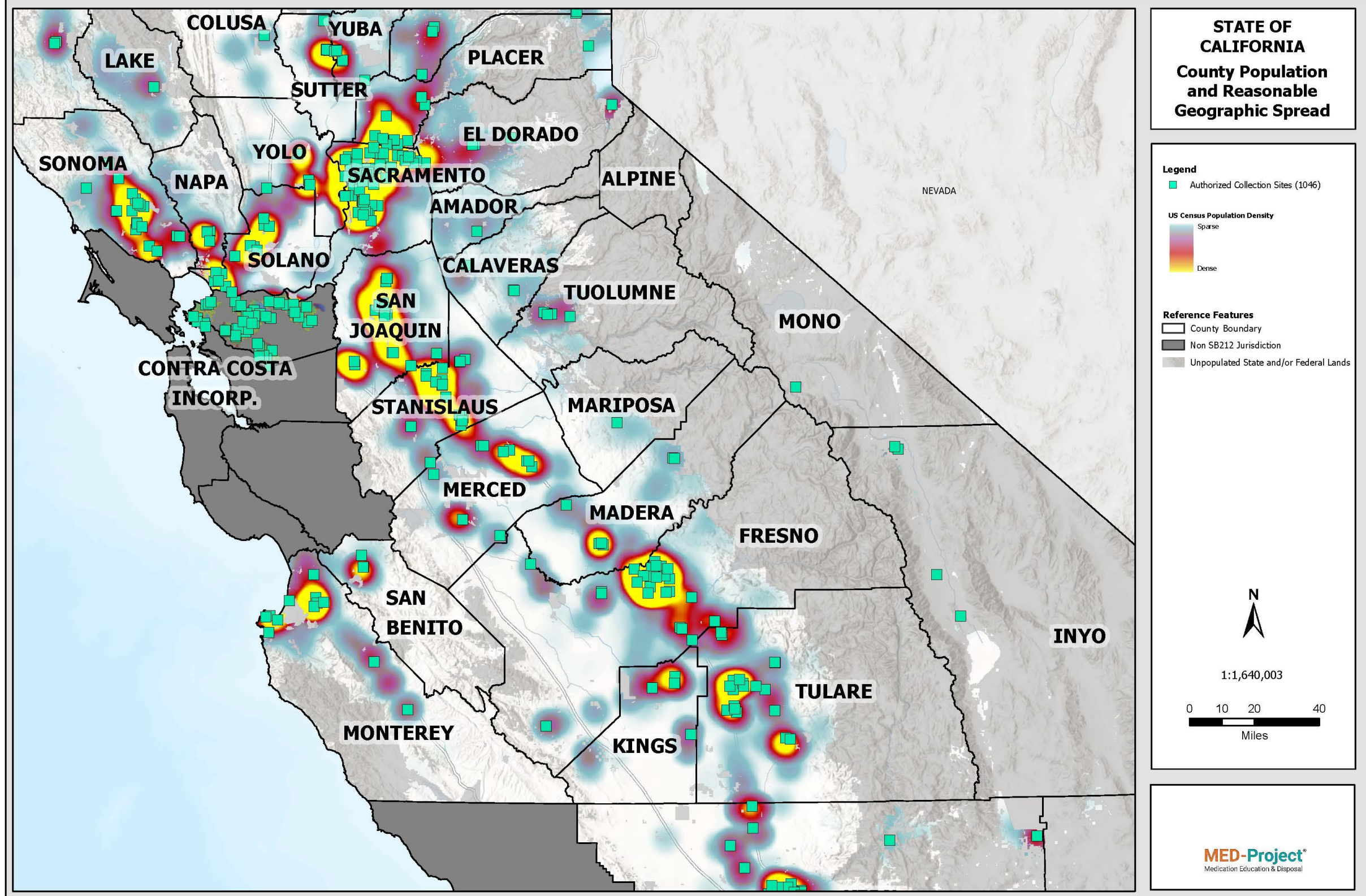


Figure 6: Authorized Collection Sites and Population Density, by County, for Central California

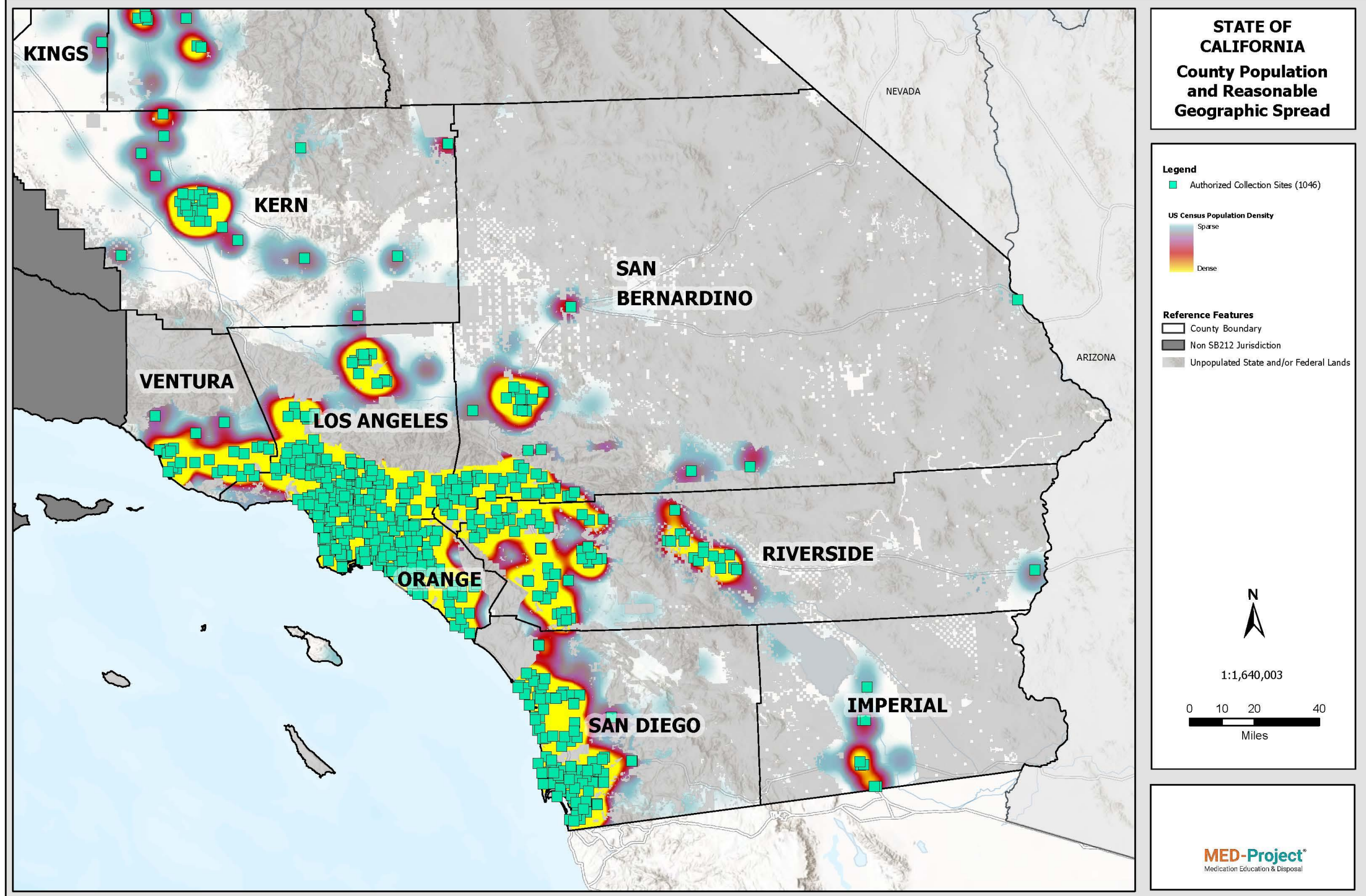


Figure 7: Authorized Collection Sites and Population Density, by County, for Southern California

## 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 1,046 active Authorized Collection Sites during the Reporting Period. MED-Project collected a total of 558,210.8 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 spreadsheet in the submission of this Annual Report. See Attachment F: Authorized Collector Collection Data. These collection data include the Covered Drugs weight collected, number of instances that collected Covered Drugs were picked up for transport to disposal, and the number of receptacle liners picked up for transport to disposal. Attachment F includes all Authorized Collectors that collected Covered Drugs during the Reporting Period. A full list of Authorized Collectors that were participating in the Program during the Reporting Period is provided in an accessible spreadsheet attached in the submission of this Annual Report. See Attachment G: List of Participating Authorized Collectors.

The number of instances that collected Covered Drugs were picked up for transport to disposal and the number of receptacle liners that were picked up for transport to 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 that a Secure Collection 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 spreadsheet in the submission of this Annual Report. The list is based on reports by Authorized Collectors as well as any instances where MED-Project became independently aware of events where a Secure Collection Receptacle was not available to the public during business hours. See Attachment H: Instances Secure Collection 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)”*

MED-Project continued operation of a service for distributing and collecting Mail-Back Packages during the Reporting Period. MED-Project distributed Mail-Back Packages at 120 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 spreadsheet attached to this Annual Report. See Attachment I: Mail-Back Distribution Locations.

MED-Project provided three types of Mail-Back Packages during the Reporting Period including 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, including those 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:

- 3,395 Standard Mail-Back Packages

- 440 Inhaler Mail-Back Packages
- 1,653 Injector Mail-Back Packages

MED-Project collected and disposed of 1,110.4 pounds of Covered Drugs through the return of 1,457 Mail-Back Packages during the Reporting Period. MED-Project collected and disposed of 990 Standard Mail-Back Packages, 155 Inhaler Mail-Back Packages, and 312 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.

During the Reporting Period, MED-Project used the methods to transport and dispose of Covered Drugs, including tracking mechanisms, described in the Approved Plan. These methods provide that, upon Carrier pick-up, packaged inner liners from Authorized Collection Sites will be tracked by the Carrier’s tracking system until they are scanned for receipt at an approved reverse distributor facility. After receipt by the reverse distributor, the packaged inner liner may be stored in accordance with all applicable laws, regulations, and other legal requirements. If applicable, the reverse distributor will transfer the packaged inner liner to an approved transporter for transport to an approved disposal facility, and document destruction.

Returned Mail-Back Packages will be transported by Carrier to an approved facility and handled in compliance with all applicable laws, regulations, and other legal requirements. Each Mail-Back Package will have a unique identifier for tracking. Any management of filled Standard Mail-Back Packages will comply with the applicable security requirements of DEA Rule § 1317.

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
  - i) Mailing Address: 3200 Hawkins Point Road, Baltimore, MD 21226
  - ii) Physical Address: 3200 Hawkins Point Road, Baltimore, MD 21226
  - iii) Pounds of Covered Drugs Disposed: 4,191.3
2. Indianapolis Resource Recovery Facility in Indiana, operating as Covanta Indianapolis, Inc.
  - i) Mailing Address: 2320 S Harding Street, Indianapolis, IN 46221
  - ii) Physical Address: 2320 S Harding Street, Indianapolis, IN 46221

- iii) Pounds of Covered Drugs Disposed: 515,637.3
- 3. Lancaster County Waste to Energy Facility
  - i) Mailing Address: 1299 Harrisburg Pike, P.O. Box 4425, Lancaster, PA 17604
  - ii) Physical Address: 1911 River Road, Bainbridge, PA 17502
  - iii) Pounds of Covered Drugs Disposed: 30,465.5
- 4. MedSharps, LLC
  - i) Mailing Address: 17340 Bell N Drive, Schertz, TX 78154
  - ii) Physical Address: 17340 Bell N Drive, Schertz, TX 78154
  - iii) Pounds of Covered Drugs Disposed: 541.3
- 5. Stericycle, Inc. Warren, Ohio
  - i) Mailing Address: 1901 Pine Avenue, SE, Warren, OH 44483
  - ii) Physical Address: 1901 Pine Avenue, SE, Warren, OH 44483
  - iii) Pounds of Covered Drugs Disposed: 8,485.8

## 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 disposing 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. 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.

MED-Project identified one critical instance of noncompliance with Approved Plan policies and procedures during the Reporting Period, and instituted corrective actions, as further discussed in Appendix A. See Appendix A: Plan Exception Report.

## **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.”*

During the Reporting Period, the Program did not expand into jurisdictions not previously included in the Program.

## **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 continued its ongoing education and outreach activities in the State, including posting social media content, operating a Website, completing digital media campaigns, and distributing promotional materials such as brochures and posters. For electronic examples of these education and outreach activities, see Appendix C: Electronic Examples of Promotional Marketing Materials. MED-Project promoted the proper disposal of Covered Drugs in a manner that is consistent with the services offered to Ultimate Users of the Program during the Reporting Period, including through messaging on its signage, its educational and outreach materials, and the Website.

## B. Education and Outreach Activities

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 Two (30 Days)

- Continued social media activity.
- Continued to broadcast PSAs and make accessible through Website.
- Continued conducting local promotion for confirmed events.
- 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 (60 Days – 360 Days)

- Continued social media activity.
- Continued to broadcast PSAs and make accessible through Website.
- Continued conducting local promotion for confirmed events.
- 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.

### Outreach Materials and Collateral: Year Two (30 Days)

- Continued to provide educational signage and posters to Authorized Collectors as sites were activated.
- Continued to provide educational and outreach materials to Authorized Collectors upon request via the Help Desk.

- Continued to provide educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Continued to provide Ultimate Users access to educational and outreach materials through the Website.

#### Outreach Materials and Collateral: Year Two (60 Days – 90 Days)

- Continued to provide educational signage and posters to Authorized Collectors as sites were activated.
- Continued to provide educational and outreach materials to Authorized Collectors upon request via the Help Desk.
- Continued to provide educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Continued to provide Ultimate Users access to educational and outreach materials through the Website.

#### Outreach Materials and Collateral: Year Two (120 Days)

- Continued to provide educational signage and posters to Authorized Collectors as sites were activated.
- Continued to provide educational and outreach materials to Authorized Collectors upon request via the Help Desk.
- Continued to provide educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Continued to provide Ultimate Users access to educational and outreach materials through the Website.
- Revised educational information for Authorized Collectors, Pharmacies, and other locations.
- Revised Program fact sheets.

#### Outreach Materials and Collateral: Year Two (150 Days – 180 Days)

- Continued to provide educational signage and posters to Authorized Collectors as sites were activated.
- Continued to provide educational and outreach materials to Authorized Collectors upon request via the Help Desk.
- Continued to provide educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Continued to provide Ultimate Users access to educational and outreach materials through the Website.

#### Outreach Materials and Collateral: Year Two (210 Days)



- Continued to provide educational signage and posters to Authorized Collectors as sites were activated.
- Continued to provide educational and outreach materials to Authorized Collectors upon request via the Help Desk.
- Continued to provide educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Continued to provide Ultimate Users access to educational and outreach materials through the Website.
- Revised educational information for Authorized Collectors, hospitals, Pharmacies, and other locations.
- Revised Program factsheets.

#### Outreach Materials and Collateral: Year Two (240 Days – 270 Days)

- Continued to provide educational signage and posters to Authorized Collectors as sites were activated.
- Continued to provide educational and outreach materials to Authorized Collectors upon request via the Help Desk.
- Continued to provide educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Continued to provide Ultimate Users access to educational and outreach materials through the Website.

#### Outreach Materials and Collateral: Year Two (300 Days)

- Continued to provide educational signage and posters to Authorized Collectors as sites were activated.
- Continued to provide educational and outreach materials to Authorized Collectors upon request via the Help Desk.
- Continued to provide educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Continued to provide Ultimate Users access to educational and outreach materials through the Website.
- Revised educational information for Authorized Collectors, hospitals, Pharmacies, and other locations.
- Revised Program factsheets.

#### Outreach Materials and Collateral: Year Two (330 Days – 360 Days)

- Continued to provide educational signage and posters to Authorized Collectors as sites were activated.

- Continue to provide educational and outreach materials to Authorized Collectors upon request via the Help Desk.
- Continue to provide educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Continued to provide Ultimate Users access to educational and outreach materials through the Website.

Communications and Website: Year Two (30 Days – 180 Days)

- Continue to update Website information.

Communications and Website: Year Two

- Disseminated press release announcing annual report highlights.

Communications and Website: Year Two (210 Days)

- Continue to update Website information.

Communications and Website: Year Two (240 Days – 360 Days)

- Continued to update Website information.

Collection Site Activity: Year Two (30 Days – 360 Days)

- Continued to conduct on-site visits, phone contacts and presentations.
- Established event options for the upcoming year.

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.

MED-Project operated a Website to effectively communicate Program information to Ultimate Users. The Website is user-friendly, mobile responsive, and accessible by common device and browser systems. The Website provides information as follows:

- Information on collection options for Covered Drugs.
- Instructions to separate products that are not covered products from Covered Products before disposing of them through the Program.
- A list of Authorized Collection Sites, including a ZIP code-based map locator, where updates are designed to occur within one business day, provided on a publicly available, third-party platform to help Ultimate Users find the nearest

disposal locations, including physical addresses, contact telephone numbers, and days and hours of operation.

- A calendar of community events.
- A web form to accept requests for Mail-Back Packages from Ultimate Users, including those who are Homeless, Homebound, or disabled. The web form will allow Ultimate Users to select the type and quantity of Mail-Back Packages and enter their name and shipping address for fulfillment.
- Information to promote the Program, including instructions for safe handling and proper disposal of Covered Drugs, as well as a series of four educational videos for Authorized Collectors and potential Authorized Collectors.
- Information about how to use USPS General Delivery services.
- User-friendly access to public service announcements used in MED-Project's media campaigns.
- Links to MED-Project's social media webpages.

MED-Project operated the Call Center as another effective means to communicate Program information to Ultimate Users. The toll-free telephone number is available 24 hours a day, 7 days a week, and provided Ultimate Users with the option to continue the automated recording in English or Spanish via an interactive voice response system or use 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. The application was denied due to unspecified required Website updates. MED-Project will continue to apply to such programs as available and appropriate.

Per the Approved Plan, an awareness survey for Ultimate Users was conducted from October 10 to October 25, 2023. The survey utilized a digital survey platform in order to maximize respondent participation and representation across various demographics. Sampling was done at random to achieve a response representative of the California population based on the 2020 census. A total of 1,000 respondents completed the survey. When the surveys were complete, the raw data was analyzed and incomplete surveys were removed from the data set. The data was then analyzed at a confidence level of 95% and a margin of error of 3.1%, which means that if the same survey was conducted 100 times, MED-Project is confident that 95 out of 100 times the results would fall within what is reported, plus or minus 3.1%. Metrics from the awareness survey are reported in Section VIII.C. and the full results are included in Appendix D: California Resident Survey Results. MED-Project uses the exact terms provided to the awareness survey respondents when discussing the awareness survey in this Annual Report.

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 into over 100 languages via the Website. Education and outreach materials included brochures, posters, and Mail-Back Package 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, hospitals, Pharmacies, 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 used various forms of media, including video, audio, and static images to promote the proper and safe disposal of Covered Drugs. The messaging targeted Ultimate Users aged 18 and over.

Social media platforms were utilized to complement and expand the Program's outreach strategy. MED-Project utilized both sponsored advertising on Facebook and Instagram, as well as organic posts on Facebook, X (formerly known as Twitter), and LinkedIn 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, San Benito, Sierra, Siskiyou, Tehama, Trinity, and Tuolumne.

MED-Project ran a campaign across the State targeted at Ultimate Users aged 18 and over. The campaign ran across both digital display media and sponsored 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 drug-related keywords. The campaign launched on January 1, 2023, and the results are included in Section VIII.C. below. 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 for this campaign refers to the use of sponsored 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 utilized a series of four educational videos for Authorized Collectors and potential Authorized Collectors to simplify outreach and communication and provide support in Program participation.

During the Reporting period, MED-Project actively participated in three local household hazardous waste collection events, leveraging these community events to disseminate information about the Program. The events were located in Kern County, Los Angeles County, and Yolo County. By actively engaging with the public at these local community events, MED-Project facilitated greater awareness and accessibility about the safe disposal options available to Ultimate Users and shared information about how to request Mail-Back Packages.

MED-Project maintained an account management team that was dedicated to building and maintaining relationships with Authorized Collection Sites and other stakeholders, such as Retail Pharmacy Chains, both at a corporate and individual site level. This team also managed in-person and virtual meetings and presentations with decision-makers at Authorized Collection Sites and other stakeholders, such as Retail Pharmacy Chains, to promote the Program. MED-Project conducted outreach over 9,500 times to active and potential Authorized Collectors via multiple methods including email, phone calls, site inspections, and in-person visits during the Reporting Period.

During the Reporting Period, MED-Project also participated in two in-person events to educate pharmacists on the Program. Social media posts about these events were shared strategically to promote local awareness of the events. The events were:

- California Pharmacist Association (CPhA) Western Pharmacy Exchange: Event dedicated to California pharmacists (chain, independent, and hospital), pharmacy team members, and pharmacy vendors. MED-Project sponsored a booth to engage and educate attendees on services available for free to California residents, including the Program, and offered sign-up opportunities for potential Authorized Collectors to provide these services to residents.
- California Primary Care Association (CPCA): Yearly gathering of California primary care professionals who are attending for networking and continuing education opportunities. MED-Project sponsored a booth to engage and educate attendees on services available for free to California residents, including the Program.

MED-Project reviewed and established event options for the upcoming year that included in-person attendance at local community events to increase awareness for Ultimate Users and in-person events to educate health care providers on the Program.

MED-Project also distributed a press release informing the public at large about the approval of the 2022 Revised Annual Report for Covered Drugs. The press release

included information about the Program, which was distributed to seven print media outlets, seven TV media outlets, 14 healthcare trades, 10 retail trades, and six healthcare organizations throughout the State. Additionally, MED-Project disseminated an email to 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:

### Education and Outreach Overall Program Awareness

- Awareness: 71% of respondents surveyed were aware of disposal methods for unwanted medicines at drop boxes located at pharmacies and law enforcement agencies along with mail-back services.
- Accessibility: 58% of respondents surveyed agreed disposal methods for unwanted medicines were available and accessible.
- Ease of use: 67% of respondents surveyed agreed that disposal methods for unwanted medicines were easy to use.

### Education and Outreach Program Participation

Number of visits to the Website: 51,302

- 18,523 visits to the Find a Location page.
- 8,493 visits to the Mail-Back Services page.

Number of calls to the Call Center: 1,257

### Education and Outreach Media

- Reach relative to population aged 18 and over:
  - Campaign 1 (Statewide) 01/01/2023 – 02/28/2023: 10%
  - Campaign 2 (Alpine, Amador, Calaveras, Colusa, Del Norte, Glenn, Inyo, Lassen, Lake, Mariposa, Modoc, Mono, Napa, Nevada, San Benito, Sierra, Siskiyou, Tehama, Trinity, Tuolumne, and Yuba Counties) 01/01/2023 – 01/07/2023: 40%
  - Campaign 3 (Alpine, Amador, Calaveras, Colusa, Glenn, Inyo, Lake, Mariposa, Modoc, Sierra, Siskiyou, and Tuolumne Counties) 11/22/2023 – 12/04/2023: 99%

- Campaign 4 (Humboldt, Kings, Napa, Plumas, Shasta, and Yuba Counties) 12/08/2023 – 12/22/2023: 100%
- Campaign 5 (Kings, Humboldt, Napa, Plumas, Shasta, and Yuba Counties) 12/20/2023 – 12/28/2023: 100%
- Per-campaign impressions:
  - Campaign 1 (Statewide):
    - Digital display campaign: 5,270,281 impressions
    - Social media campaign: 3,338,337 impressions
  - Additional social media campaigns in specified:
    - Campaign 2 (Alpine, Amador, Calaveras, Colusa, Del Norte, Glenn, Inyo, Lassen, Lake, Mariposa, Modoc, Mono, Napa, Nevada, San Benito, Sierra, Siskiyou, Tehama, Trinity, Tuolumne, and Yuba Counties) 01/01/2023 – 01/07/2023: 919,918 impressions
    - Campaign 3 (Alpine, Amador, Calaveras, Colusa, Glenn, Inyo, Lake, Mariposa, Modoc, Sierra, Siskiyou, and Tuolumne Counties) 11/22/2023 – 12/04/2023: 974,891 impressions
    - Campaign 4 (Humboldt, Kings, Napa, Plumas, Shasta, and Yuba Counties) 12/08/2023 – 12/22/2023: 1,075,095 impressions
    - Campaign 5 (Kings, Humboldt, Napa, Plumas, Shasta, and Yuba Counties) 12/20/2023 – 12/28/2023: 272,920 impressions
  - Total impressions during Reporting Period: 11,851,442 impressions
- Number of media placements:
  - Digital Display Campaign 1 – English: Ran from January 1 to February 28, 2023.
  - Digital Display Campaign 1 – Spanish: Ran from January 6 to February 28, 2023.
  - Social Media Campaign 1 – English: Ran from January 1 to February 17, 2023.
  - Social Media Campaign 1 – Spanish: Ran from January 6 to February 17, 2023.
  - Social Media Campaign 2 – English: Ran from January 1 to February 7, 2023.
  - Social Media Campaign 3 – English: Ran from November 22 to December 4, 2023.
  - Social Media Campaign 4 – English: Ran from December 8 to December 22, 2023.
  - Social Media Campaign 5 – English: Ran from December 20 to December 28, 2023.

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 spreadsheet attached in the submission of this Annual Report. See Attachment J for the number of impressions by day.

- Number of visits to the Website: 51,302
- Number of calls to the Call Center: 1,257

## **Education and Outreach General Statistical Data**

- Number of participating locations:
  - 1,046 Authorized Collection Sites
  - 120 Mail-Back Distribution Locations
  - 115 sites that received printable materials or signage. These sites include Authorized Collection Sites and Mail-Back Distribution Locations that received printable materials or signage during the Reporting Period.
- Printable materials and signage distributed to participating locations:
  - 89 posters (Multilingual)
  - 6,350 brochures (English and Spanish)
- Number of Outreach via multiple methods
  - 9,171 outreaches to Authorized Collection Sites via multiple methods including email, phone calls, site inspections, and in-person visits during the Reporting Period.

## **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 ran media campaigns targeting Ultimate Users. Metrics from the media campaigns reported below demonstrate the reach of campaign messaging and substantive usage of covered drug take back programs.

During the Reporting Period, MED-Project maintained a community feedback questionnaire on the community feedback page of the Website. MED-Project received four completed community feedback questionnaires during the Reporting Period. While the number of responses is not a statistically significant sample of the population, the responses received were consistent with the results of the awareness survey, and MED-Project used the responses to glean information and evaluate changes to the Program. Of the four respondents, three found Program services were easy to use, and two indicated that Program services were easy to access. A total of two respondents found the Program services were easy to locate, while all four respondents shared that they prefer to drop their unwanted medicines at a kiosk at a pharmacy or Law Enforcement Agency (LEA). Based on the limited responses from the community feedback questionnaire and the high level of awareness received in the awareness survey, MED-Project did not make changes to the Program during the Reporting Period.



Awareness, usage, and accessibility can be measured through survey responses such as percent of respondents who are aware of drug take-back options and respondents' opinions regarding accessibility and ease of use. 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. During Campaign 1, MED-Project measured 5,270,281 impressions from the digital display media and 3,338,337 impressions from the social media campaign representing a reach to 10% of the State's aged 18 and over population (2,558,794 Ultimate Users). Additional social media campaigns targeting Ultimate Users aged 18 and over reached 219,028 Ultimate Users (40% of the targeted population) during Campaign 2; 666,701 Ultimate Users (99% of the targeted population) during Campaign 3; 692,772 Ultimate Users (100% of the targeted population) during Campaign 4; and 182,256 Ultimate Users (100% of the targeted population) during Campaign 5.

The education and outreach program demonstrated a high level of success in raising awareness about medication disposal options in California, with 77% of the population having heard of at least one disposal method for unwanted medicine. This overall awareness metric serves as a key indicator of the Program's effectiveness in reaching the public. Notably, pharmacy drop boxes lead with 58% awareness. The high overall awareness of medication disposal options (71%) provided as part of MED-Project's Program also signals the Program's success in promoting medicine disposal responsibility.

The survey also demonstrated that 22% of the population received information about medicine disposal programs from a health care professional, while 26% of the population received information about medicine disposal programs from a pharmacist. Additionally, 13% of the population preferred to receive information about medicine disposal programs from a pharmacist.

Ultimate User awareness is also developed at Authorized Collection Sites or Mail-Back Distribution Locations, where personnel can direct them toward the Program or provide more information. During the Reporting Period, there were 1,046 active Authorized Collection Sites and 120 active Mail-Back Distribution Locations. MED-Project conducted outreach over 9,000 times to Authorized Collectors via multiple methods including email, phone calls, site inspections, and in-person visits during the Reporting Period.

## **Program Usage**

The survey findings on the drug take-back program use demonstrate the effectiveness of the outreach and education program. The utilization rate of 26% indicates that a significant portion of Californians have actively used a medication disposal option, demonstrating engagement with the program. The intention (61%) to dispose of medication in drop box locations in the future provides an indication of future potential use.

High awareness (71%) indicates a positive response to the outreach and education program, as individuals are knowledgeable about available take-back program options provided by the Program. Ultimate User awareness, Program usage, and accessibility are measures that can reflect the implementation of the Program. The connection between Ultimate User awareness and Program usage suggests that efforts to increase awareness may impact usage rates.

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 51,302 total visits to the Website, including 18,523 visits to the Find a Location Page and 8,49 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 1,257 calls to the Call Center.

The amount of Covered Drugs collected and disposed of in the State during the Reporting Period is one of the direct measures of usage of the Program 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 visit an Authorized Collection Site or Mail-Back Distribution Location, they have the opportunity to interact with sites that can provide Ultimate Users with information about the Program. There were 1,046 active Authorized Collection Sites and 120 active Mail-Back Distribution Locations during the Reporting Period, which represents the scale of access and potential usage of the Program.

## **Accessibility**

The metrics of accessibility in the California State Medicine Disposal Program can be defined based on the survey findings that indicate positive perceptions of accessibility,

safety, and convenience. Key metrics include the agreement percentages for easy disposal (67%), safe handling (64%), convenience (60%), and availability and accessibility to everyone (58%). These metrics reflect the perceived ease of use, safety, and convenience associated with the drug take back programs. High agreement percentages for easy disposal, safe handling, convenience, availability and accessibility are relevant as they indicate positive public sentiment.

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 Collection Sites 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 1,046 active Authorized Collection Sites and 120 active Mail-Back Distribution Locations during the Reporting Period. Additionally, MED-Project provided printable materials and signage to 115 sites during the Reporting Period. MED-Project distributed 6,350 brochures and 89 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 spreadsheet attached to this Annual Report. This list was previously submitted to the State Board by January 15, 2023. See Attachment K: List of Covered Products.

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

A list of Authorized Collectors that were participating in the Program during the Reporting Period is provided in an accessible spreadsheet attached to this Annual Report. See Attachment G: 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 maintained and followed policies and procedures for selecting service providers during the Reporting Period. Under these policies and procedures, MED-Project determined when to use a competitive bidding process, including issuing requests for proposals, to select service providers based on several risk factors, including:

- Annual contract value.
- Service provider field and competitive landscape.
- Existing cost and quality of service.
- Risk to fulfilling legal responsibilities.

When MED-Project issues requests for proposals, MED-Project follows a process that includes sending a request for proposals to a qualified service provider field and reviewing the proposals in a manner designed to meet anti-trust and competitive bidding process guidelines. MED-Project periodically reviews service provider agreements to determine if a competitive bidding cycle should be implemented to achieve competitive cost and quality in maintaining services. MED-Project followed these procedures for selecting 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 were no changes 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: \$4,585,138
- Administrative costs: \$1,811,763
- Education and outreach costs: \$497,941
- Costs related to grants, loans, sponsorships, or other incentives as part of program implementation: \$0
- Departmental administrative fee costs: \$827,539

MED-Project estimated the Department administrative fee to accrue based on Generally Accepted Accounting Principles.

## 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 Approved Plan obligations to coordinate under Regulation 18973.2(k) by meeting with the other approved Program Operator and signing terms of coordination with the other approved Program Operator on March 3, 2023. MED-Project included the common mark on all Program materials and began work in November 2023 to coordinate to develop a neutrally branded, unique Stewardship Program website and a neutrally branded toll-free telephone number to distribute traffic and calls to all approved Program Operators. The coordinated website will provide a list of Authorized Collection

Sites for both approved Program Operators, including a ZIP code-based map locator provided on a publicly available, third-party platform to help Ultimate Users find the nearest disposal locations, including physical addresses, contact telephone numbers, and days and hours of operation.

## **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 PRC 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: Box and Liner Packaging

#### Description:

During the Reporting Period there was one event reported involving an issue with a box and liner packaging during a Rapid Response. In this event, the Vendor did not follow the Rapid Response procedures in all aspects. The Vendor reported correcting the procedural issue and the box and liner was reported as being properly delivered to the reverse distributor Vendor for destruction.

### Event 2: Covered Drugs Collection

#### Description:

MED-Project was contacted by an Authorized Collection Site representative who notified MED-Project that Authorized Collection Site employees were depositing envelopes of materials in the Secure Collection Receptacle that were suspected to contain customers' unwanted medicine. MED-Project suspended services to the Authorized Collection Site until the Authorized Collection Site verified that Authorized Collection Site employees were not collecting unwanted medicine from customers for the purpose of depositing unwanted medicine in the Secure Collection Receptacle. MED-Project also requested and received written confirmation from the Authorized Collection Site that it has policies and procedures in place to prohibit Authorized Collection Site employees from taking possession of customers' unwanted medicine.

### Event 3: Damaged Box Label During Transportation

#### Description:

Two boxes and liners were delivered to a different address than the reverse distribution vendor facility. Information indicated that the box and liner shipping label was damaged in transit, and that the Carrier applied a new shipping label in accordance with its procedures. In each case, the Vendor supplied a new shipping label to the facility staff where the boxes and liners were delivered. The boxes and liners were ultimately confirmed as being delivered to the Vendor's destruction facility.



## **Event 4: Destruction Confirmation Procedure**

### **Description:**

A box and liner that was confirmed as delivered to the reverse distributor Vendor was not processed according to the reverse distributor Vendor intake procedure. The Vendor reported that the box and liner was destroyed by the Vendor in accordance with DEA requirements; however, destruction confirmation documentation was not created for the box and liner.

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

### **Description:**

MED-Project discovered that an Authorized Collection Site allowed Ultimate Users to deposit materials into the onsite Secure Collection Receptacle while the Authorized Collection Site pharmacy license was on probation with the State Board. When MED-Project became aware of the situation, the Secure Collection Receptacle was placed out of service and Program services were discontinued.

## **Event 6: Box Transportation**

### **Description:**

During the Reporting Period there was one event reported where an Authorized Collection Site employee transported a sealed box and liner to a Carrier pick-up location. MED-Project's procedures are to provide each Authorized Collection Site with an orientation on how to manage Secure Collection Receptacles including box and liner shipping procedures. 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 boxes and liners. MED-Project reviewed training materials with the Authorized Collection Site regarding collection procedures including the reminder for the site to contact the MED-Project Help Desk for assistance if needed. The box and liner was confirmed as being delivered to MED-Project's reverse distributor Vendor.

## **Event 7: 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 Permits including a copy of the Special Permit to be maintained onsite. Additionally, prior to activation, the Authorized Collection Site was

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 contacted each Authorized Collection Site to confirm whether an application had been submitted. MED-Project subsequently implemented a verification process with the Vendor to prevent reoccurrence. Additionally, MED-Project notified CalRecycle during the Reporting Period that the Vendor has obtained a new DOT Special Permit that allows the Vendor to notify DOT on behalf of the Authorized Collection Sites of the use of a DOT Special Permit by specified Authorized Collection Sites.

## **Event 8: Authorized Collection Site Storage**

### **Description:**

Four events involved sealed boxes and liners prepared for transportation and stored onsite pending Carrier pick-up for longer than the State Board requirement. As stated in the Plan, Authorized Collection Sites 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 with the Authorized Collector Site. 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.

# Appendix B

## Safety and Security Report

This section describes reporting as required by PRC § 42033.2(b)(7).

### Event 1

#### Description:

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 during the Reporting Period. This amounts to approximately 0.07% of shipped boxes and liners for the Program in the State. 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 shipping discrepancy, MED-Project requested the Vendor provide a detailed report of its investigation and findings including any information on the whereabouts of each box and liner. In addition, MED-Project requested from the Vendor: (1) any other outcomes from investigations into the apparent box and liner shipping discrepancy; (2) any reports the Vendor makes regarding the apparent discrepancy to law enforcement or government agencies; (3) a description of any law enforcement or government agency involvement with the apparent discrepancy; (4) an explanation of any legal proceedings involving the 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 or procedures 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 was notified by Authorized Collection Sites of two separate possible needlestick incidents that took place during the sealing and packaging of a box and liner for pick up during the Reporting Period.

**Corrective Actions Taken:**


In response to each event, MED-Project reviewed proper procedures with the Authorized Collection Site point of contact, including using proper personal protective equipment and not coming in contact with inner liner contents while sealing inner liners for shipment. MED-Project revised the guidance to include an instruction to avoid manually compressing the contents of the inner liner when preparing it for shipment.

# 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®

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




Figure 8: Example of Reporting Period Brochure (English-Front) May 2023

# 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.

## 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).





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

Figure 9: Example of Reporting Period Brochure (English-Back) May 2023

## ¿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).

# ELIMINACIÓN SEGURA DE MEDICAMENTOS CADUCADOS O NO DESEADOS



USO DE MEDICAMENTOS



INFORMACIÓN DE ALMACENAMIENTO SEGURO



CENTROS DE PROXIMIDAD



SERVICIOS DE CORREO PARA ELIMINACIÓN



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[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 10: Example of Reporting Period Brochure (Spanish-Front) May 2023

# ¿QUÉ SE DEBE HACER CON LOS MEDICAMENTOS CADUCADOS O NO DESEADOS?

*Existen varias maneras de desechar los medicamentos caducados o no deseados.*

Los medicamentos ayudan a tratar enfermedades, controlar afecciones crónicas y mejorar la salud y el bienestar de millones de estadounidenses. Es importante que los pacientes tomen sus medicamentos según lo prescrito por su proveedor de atención médica y según lo indicado en la etiqueta o el envase. También es importante asegurarse de almacenar los medicamentos de manera segura para evitar la ingestión accidental o el uso indebido por parte de otras personas, especialmente por parte de los niños.

Si tiene medicamentos caducados o no deseados, es fácil desecharlos de manera correcta.



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.

## 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 por correo, visite la sección Servicios de correo para eliminación de [www.med-project.org](http://www.med-project.org).



Figure 11: Example of Reporting Period Brochure (Spanish-Back) May 2023



## Figure Description:

Figures showing the Brochure

Figure 8 (Front page-English); Figure 9 (Back page, English); Figure 10 (Front page, Spanish); Figure 11 (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 12: Example of Reporting Period Standard Mail-Back Package Insert (English) May 2023

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






**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)




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Figure 13: Example of Reporting Period Standard Mail-Back Package Insert (Spanish) May 2023

## Figure Description:

Figures showing the Standard Mail-Back Package Insert

Figure 12 (English); Figure 13 (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**



**MED-Project**<sup>®</sup>  
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.

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 14: Example of Reporting Period Inhaler Mail-Back Package Insert (English) May 2023

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



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**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.

**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).

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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)



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Figure 15: Example of Reporting Period Inhaler Mail-Back Package Insert (Spanish) May 2023

## Figure Description:

Figures showing the Inhaler Mail-Back Package Insert: Figure 14 (English); Figure 15 (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**



**MED-Project**<sup>®</sup>  
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).

**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.

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 16: Example of Reporting Period Injector Mail-Back Package Insert (English) May 2023

# 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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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 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)



USA.IN.05.141401.SCA.51.01.05.01.00

Figure 17: Example of Reporting Period Injector Mail-Back Package Insert (Spanish) May 2023

## Figure Description:

Figures showing the Injector Mail-Back Package Insert: Figure 16 (English); Figure 17 (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-PROJECT/1-844-633-7765 (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)



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Medication Education & Disposal



Figure 18: Example of Reporting Period Authorized Collection Site Poster  
(English/Spanish) May 2023

## **Figure Description:**

Figure showing the multilingual Authorized Collection Site poster: Figure 18

### **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)

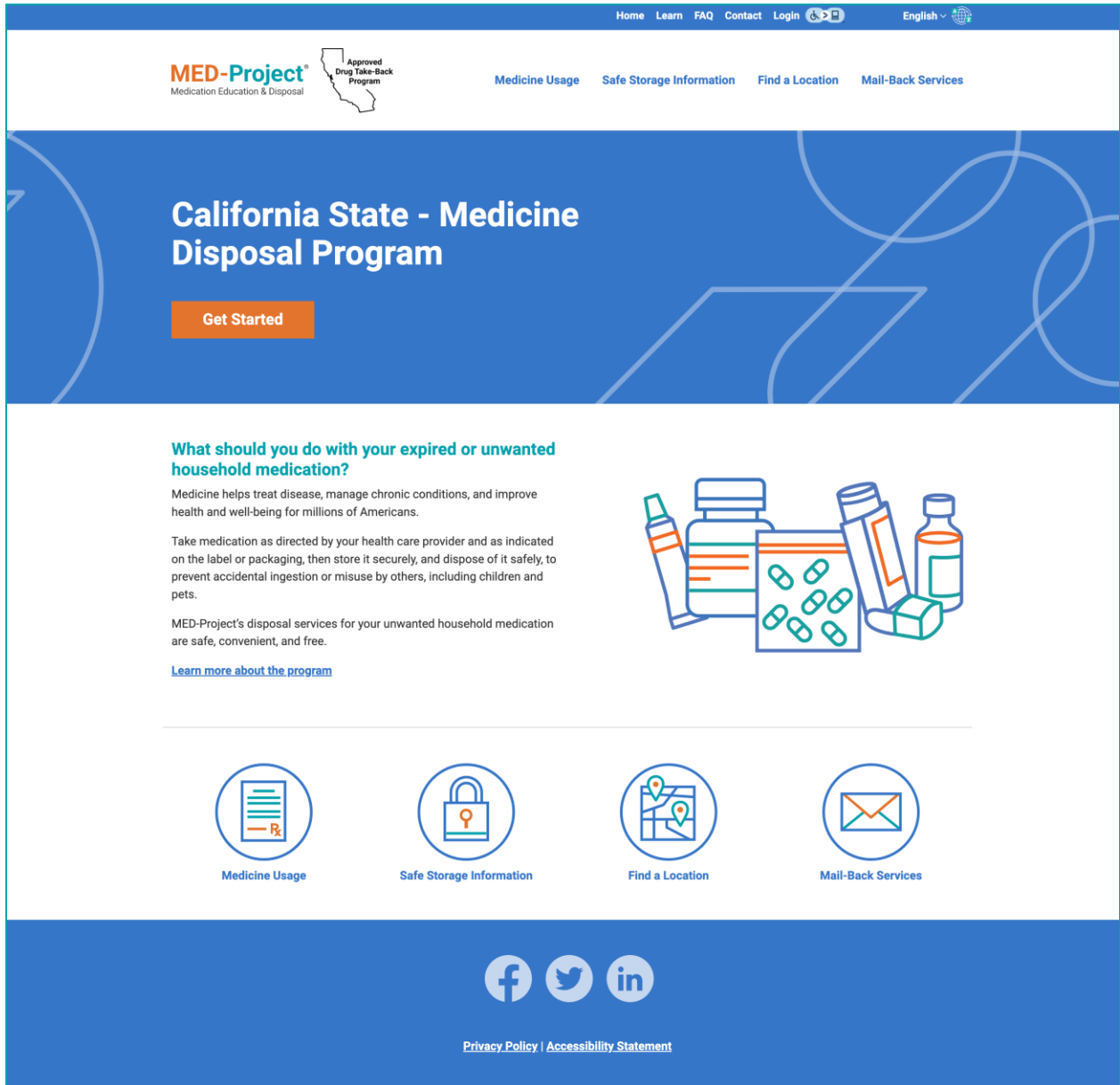


Figure 19: MED-Project Website Home Page (December 2023)

## Figure Description:

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

### 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
- X, formerly known as Twitter
- Instagram

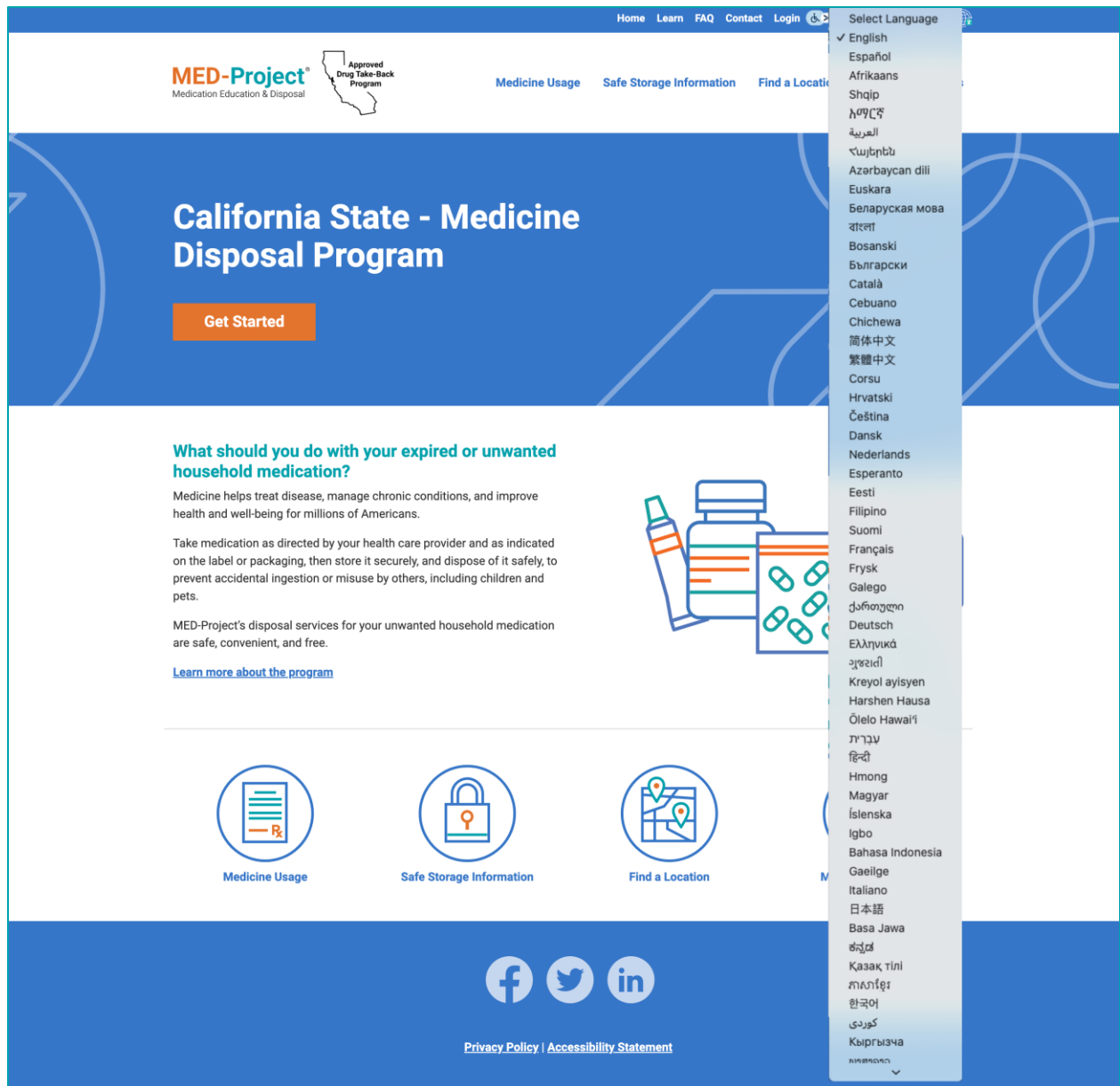


Figure 20: MED-Project Website Home Page-Language Options (December 2023)



**Figure Description:**

Figure showing the California State MED-Project Website “Home” page with translation options: Figure 20

**Description:**

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

Home Learn FAQ Contact Login English

MED-Project  
Medication Education & Disposal

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

MED-Project provides safe, free, and convenient disposal options for household medications in your community. Find a location for services near you.

#### Your Coverage Area

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

Starting Point Radius

Zip Code 5 Miles Search

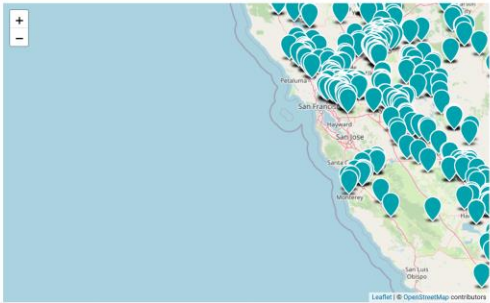
Zip Code

#### Filter Results

Select All

Medication Drop Box

Medication Mail-Back Package Pick-Up Sites



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

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

#### Location Information

**Apollo Pharmacy**  
29645 Rancho California Rd,  
Temecula, CA, 92591

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

19515064006

Services Provided	Hours of Operation
Medication Drop Box	Monday 8:30 AM - 5:30 PM Tuesday 8:30 AM - 5:30 PM Wednesday 8:30 AM - 5:30 PM Thursday 8:30 AM - 5:30 PM Friday 8:30 AM - 5:30 PM

**Payless Pharmacy**  
2860 Del Paso Rd Ste 250  
Sacramento, CA, 95834

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

(916) 624-9900

Services Provided	Hours of Operation
Medication Drop Box	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 - 4:00 PM

[Load More Results](#)

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

[Privacy Policy](#) | [Accessibility Statement](#)

Figure 21: MED-Project Website Find A Location Page-Convenient Locations (December 2023)

## Figure Description:

Figure showing the California State MED-Project Website “Find A Location” page, “Convenient Locations” tab: Figure 21

### 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).

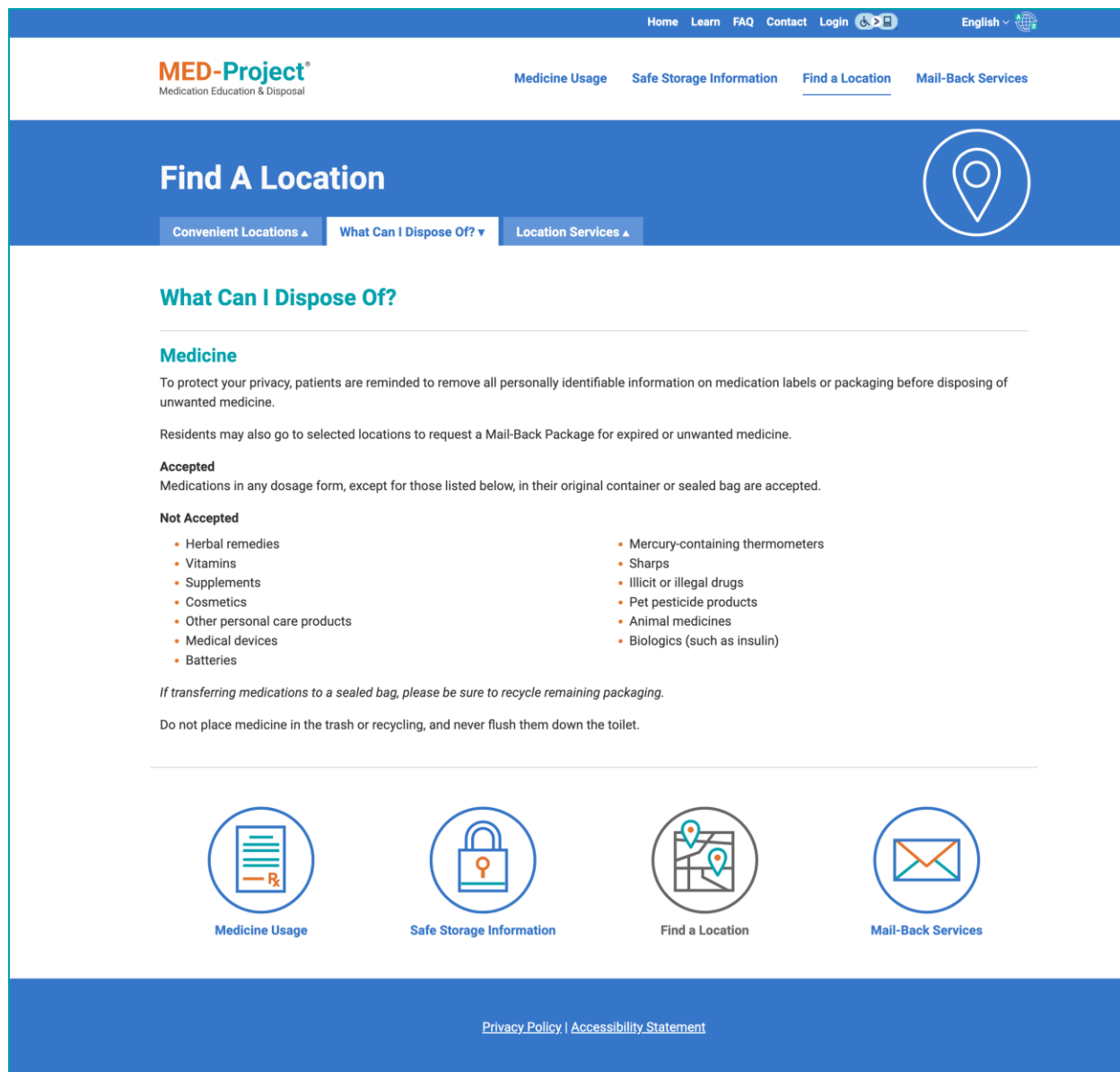


Figure 22: MED-Project Website Find a Location Page-What Can I Dispose of? (December 2023)

## Figure Description:

Figure showing the California State MED-Project Website “Find A Location” page, “What Can I Dispose of?” tab: Figure 22

### 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.

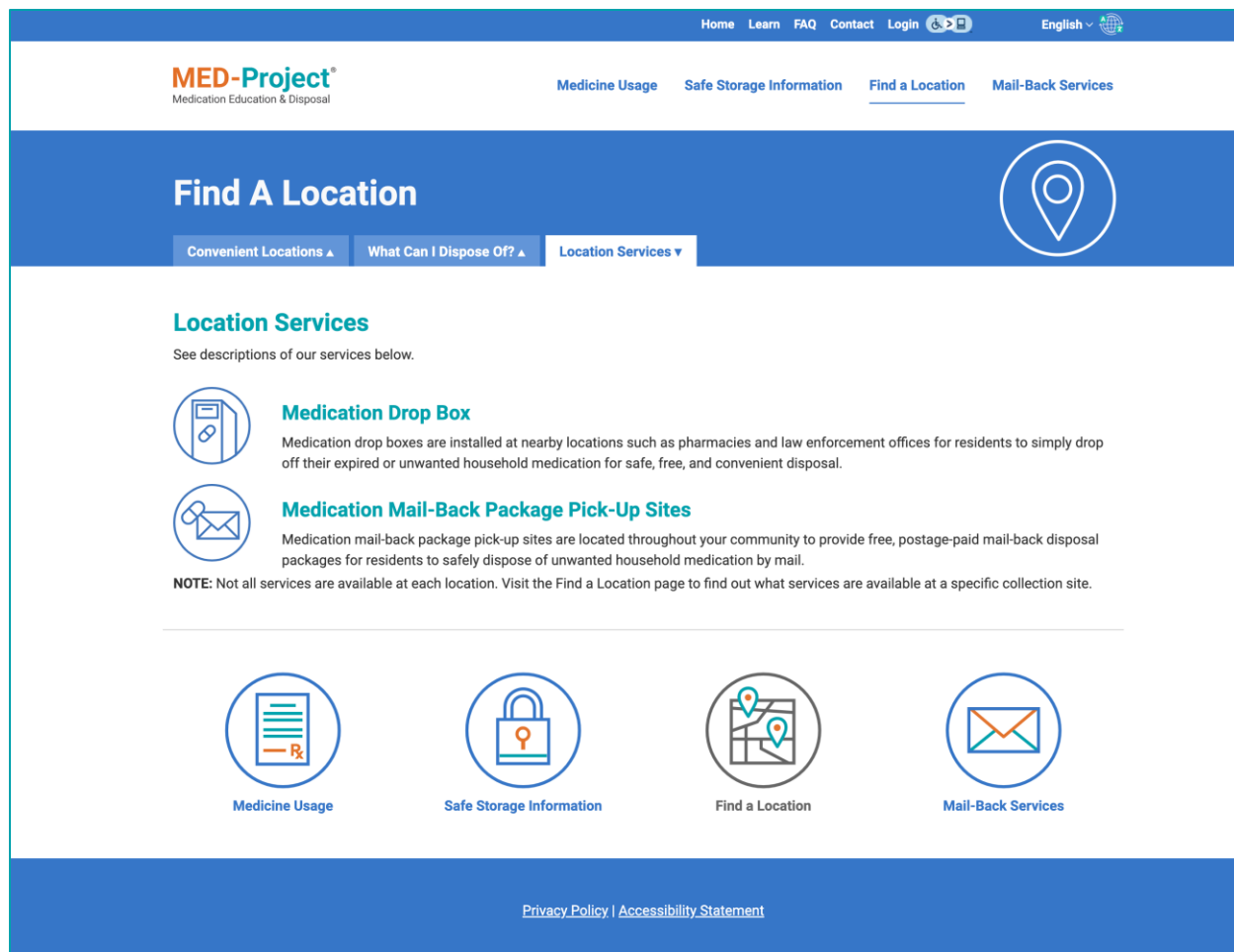


Figure 23: MED-Project Website Find A Location Page-Location Services (December 2023)

## **Figure Description:**

Figure showing the California State MED-Project Website “Find A Location” page, “Location Services” tab: Figure 23

### **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<sup>®</sup> 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\* Last Name\*  
 Email  
 Address\*  
 Apt #, Building #, Suite #  
 City\* CA Zip Code\*

[Continue](#)

### Accepted Medicine

**Accepted:**  
Medications 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
- sharps
- 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

Privacy Policy | Accessibility Statement

Figure 24: MED-Project Website Mail-Back Services Page (December 2023)



## Figure Description:

Figure showing the California State MED-Project “Mail-Back Services” page: Figure 24

### 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 the proper disposal of unwanted household medication.**

Medicine helps treat disease, manage chronic conditions, and improve health and well-being for millions of Americans.

Take medication as directed by your health care provider and as indicated on the label or packaging, then store it securely, and dispose of it safely, to prevent accidental ingestion or misuse by others, including children and pets.

MED-Project's disposal services for your unwanted household medication are safe, free, and convenient.

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

- Brochure – Medicine Program**  
[View Brochure Content](#)
- 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**

[Privacy Policy](#) | [Accessibility Statement](#)

Figure 25: MED-Project Website Learn Page (December 2023)

## Figure Description:

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

### 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)

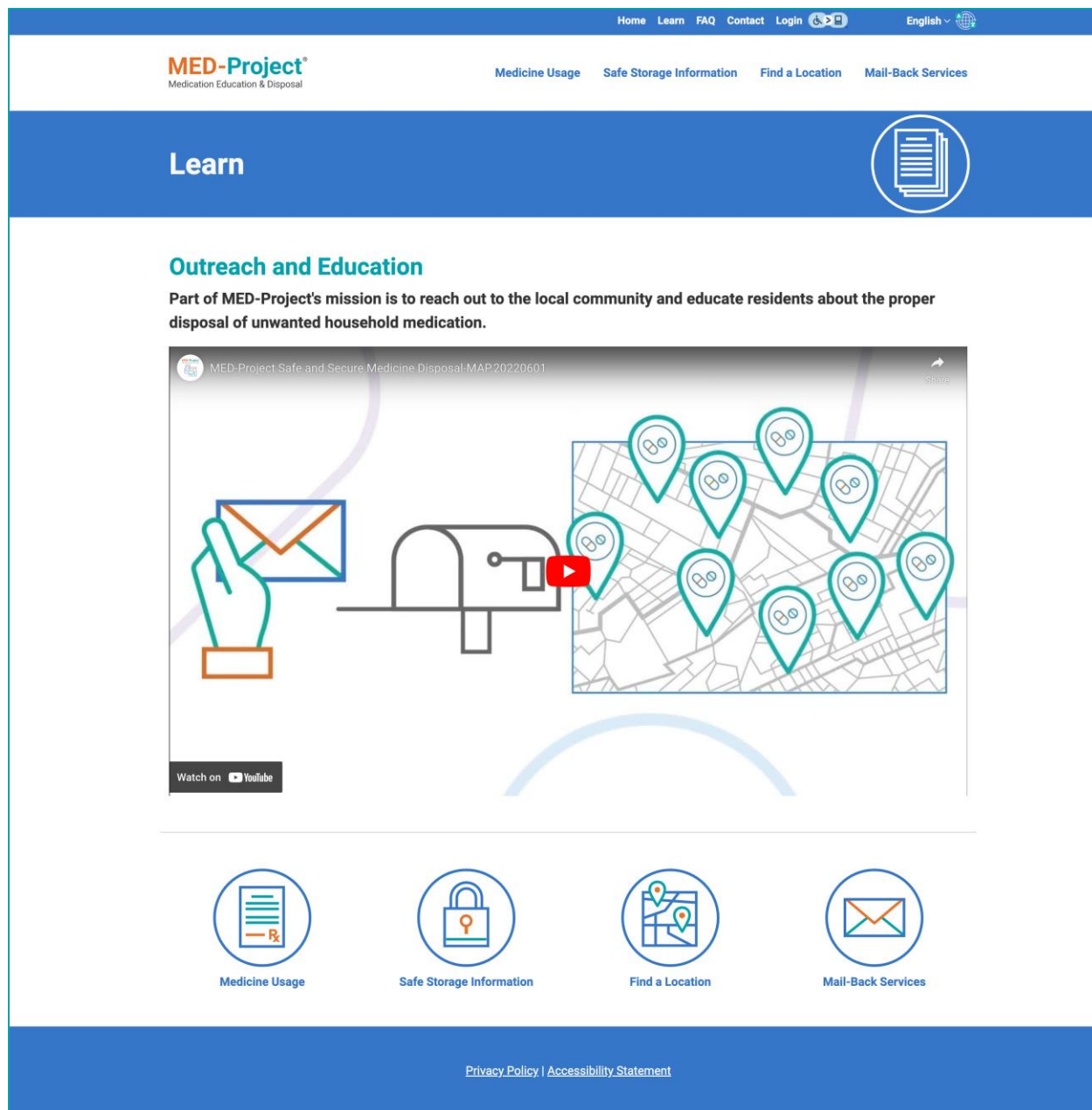


Figure 26: MED-Project Website Learn Page-Public Service Announcement (December 2023)

## **Figure Description:**

Figure showing the California State MED-Project “Outreach and Education page”:  
Figure 26

### **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)

## 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

Figure 27: MED-Project Website Brochure Page (December 2023)

## Figure Description:

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

### 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  
jhansen@calrecycle.com

Ellen Rager  
MED-Project  
(833) MED-PROJECT / (833) 633-7765  
erager@med-project.org

**MED-PROJECT ANNOUNCES CALRECYCLE APPROVAL OF COVERED DRUGS AND SHARPS TAKE-BACK ANNUAL REPORTS**  
CalRecycle's program helps California residents dispose of unwanted medications and sharps safely and conveniently.

**Sacramento, December 20, 2023** – Medication Education & Disposal Project USA (MED-Project) announces that its 2022 Revised Annual Reports for Covered Drugs and Home-Generated Sharps have been approved by the California Department of Resources Recycling and Recovery (CalRecycle), the state's oversight agency for recycling and waste management programs. These approvals indicate MED-Project's compliant implementation of both the Covered Drugs and Home-Generated Sharps Plans within its first full year of operations. MED-Project launched these programs in December 2021, following approval of the plans by CalRecycle.

"MED-Project's focus continues to be delivering reliable programs that provide value to the community, while maintaining quality compliance," said Dr. Victoria Travis, National Program Director for MED-Project. "We encourage Californians to ask their local pharmacies and health care providers about accessing these free services."

MED-Project is an experienced leader in the implementation and operation of household medication and sharps take-back programs. MED-Project has worked diligently with CalRecycle to make medication and sharps disposal services accessible to California residents. As part of the approved programs, MED-Project has installed more than 1,800 secure medication drop boxes at pharmacies, hospitals, and law enforcement agencies throughout the state. In addition, MED-Project offers a free statewide program that allows households to safely dispose of sharps by providing sharps mail-back packages to residents, which can be ordered through convenient phone and online ordering systems.

Californians looking for a convenient medication drop box location or requesting a mail-back package for sharps or medications can visit [www.med-project.org](http://www.med-project.org) or call (844) MED-PROJECT / (844) 633-7765.

Retailers that provide sharps to consumers can participate in this free program by visiting [www.med-project.org/sharps](http://www.med-project.org/sharps) to complete the process to use MED-Project's online ordering system. Locations interested in hosting a drop box can email MED-Project at [california@med-project.org](mailto:california@med-project.org), or contact the 24/7 toll-free help desk at (833) MED-PROJECT / (833) 633-7765.

**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 use, secure storage, and disposal of household medicine and sharps. To learn more, call (833) MED-PROJECT / (833) 633-7765 (TTY: 711) or visit [medprojectusa.org](http://medprojectusa.org).

###

**Download as PDF**

**PRESS RELEASE FOR IMMEDIATE RELEASE**

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maureen@med-project.org

**MED-PROJECT LAUNCHED 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 [medprojectusa.org](http://medprojectusa.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](https://www.cdpr.ca.gov/Programs/OPA/Pages/NR20220928.aspx) on August 18, 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) 477-5889, [kim@calrecycle.com](mailto:kim@calrecycle.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 [medprojectusa.org](http://medprojectusa.org)

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

Privacy Policy | Accessibility Statement

Figure 28: MED-Project Website Media Announcement Page (December 2023)

## Figure Description:

Figure showing the California State MED-Project “Media Announcement” page: Figure 28

### Description:

PRESS RELEASE  
FOR IMMEDIATE RELEASE

#### Media Contacts:

Jen Hansen  
Civilian  
(925) 963-5292  
jhansen@civilian.com

Ellen Rager  
MED-Project  
(833) MED-PROJECT / (833) 633-7765  
erager@med-project.org

### MED-PROJECT ANNOUNCES CALRECYCLE APPROVAL OF COVERED DRUGS AND SHARPS TAKE-BACK ANNUAL REPORTS

CalRecycle’s program helps California residents dispose of unwanted medications and sharps safely and conveniently.

Sacramento, December 20, 2023 – Medication Education & Disposal Project USA (MED- Project) announces that its 2022 Revised Annual Reports for Covered Drugs and Home-Generated Sharps have been approved by the California Department of Resources Recycling and Recovery (CalRecycle), the state’s oversight agency for recycling and waste management programs. These approvals indicate MED-Project’s compliant implementation of both the Covered Drugs and Home-Generated Sharps Plans within its first full year of operations. MED- Project launched these programs in December 2021, following approval of the plans by CalRecycle.

“MED-Project’s focus continues to be delivering reliable programs that provide value to the community, while maintaining quality compliance,” said Dr. Victoria Travis, National Program Director for MED-Project. “We encourage Californians to ask their local pharmacies and health care providers about accessing these free services.”

MED-Project is an experienced leader in the implementation and operation of household medication and sharps take-back programs. MED-Project has worked diligently with CalRecycle to make medication and sharps disposal services accessible to California residents. As part of the approved programs, MED-Project has installed

more than 1,000 secure medication drop boxes at pharmacies, hospitals, and law enforcement agencies throughout the state. In addition, MED-Project offers a free statewide program that allows households to safely dispose of sharps by providing sharps mail-back packages to residents, which can be ordered through convenient phone and online ordering systems.

Californians looking for a convenient medication drop box location or requesting a mail-back package for sharps or medications can visit [www.med-project.org](http://www.med-project.org) or call (844) MED-PROJECT / (844) 633-7765.

Retailers that provide sharps to consumers can participate in this free program by visiting [www.med-project.org/sharpsca](http://www.med-project.org/sharpsca) to complete the process to use MED-Project's online ordering system. Locations interested in hosting a drop box can email MED-Project at [california@med-project.org](mailto:california@med-project.org), or contact the 24/7 toll-free help desk at (833) MED-PROJECT / (833) 633-7765.

#### 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 use, secure storage, and disposal of household medicine and sharps. To learn more, call (833) MED-PROJECT / (833) 633-7765 (TTY: 711) or visit [med-projectusa.org](http://med-projectusa.org).

(A link to download the press release)

Press release  
For immediate release  
Media Contacts:  
Jen Hansen  
Civilian  
(925) 963-5292  
[hansen@civilian.com](mailto:hansen@civilian.com)  
Maureen Smith  
MED-Project  
(833) 633-7765  
[outreach@med-project.org](mailto: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)

# 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

Figure 29: MED-Project Website Signage Page (December 2023)

## **Figure Description:**

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

### **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](#)


[Medicine Usage](#)
[Safe Storage Information](#)
[Find a Location](#)
[Mail-Back Services](#)

# COMMUNITY FEEDBACK QUESTIONNAIRE



\* required

Please identify your role \*

### Feedback Questions

Please help us continue to improve our program by answering the questions below.

Have you heard, seen, or read anything in the past year about the opportunity for residents to safely store and dispose of unwanted medicine? \*

Yes  
 No  
 Don't Know

Have you used MED-Project drop-off locations or mail-back services to dispose of unwanted medicine in the past year? \*

Yes  
 No  
 Don't Know

---

Please indicate how well you feel each following phrase describes the medicine disposal programs that currently exist?

	Very well	Somewhat well	Not very well	Don't know/No opinion
Easy to Locate *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to Use *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to Access *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

---

Which statement do you agree with more (please select one):

I prefer to drop off my unwanted medicine in a kiosk at a pharmacy or law enforcement agency  
 I prefer to pick up a mail-back package at a mail-back distribution location, such as a library or town hall  
 I prefer to go to a take-back event every six months to return my unwanted medicine  
 I prefer to have a mail-back package sent directly to my home address  
 No preference

How did you hear about us? \*

SPAM Check: 6 + 1 =

[Submit](#)

[Privacy Policy](#) | [Accessibility Statement](#)

Figure 30: MED-Project Community Feedback Questionnaire Page (December 2023)



## Figure Description:

Figure showing the California State MED-Project “Community Feedback Questionnaire”  
page: Figure 31

### Description:

Community Feedback Questionnaire

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

### Feedback Questions

Please help us continue to improve our program by answering the questions below

Have you heard, seen, or read anything in the past year about the opportunity for residents to safely store and dispose of unwanted medicine? Yes, No, Don't know.

Have you used MED-Project drop-off locations or mail-back services to dispose of unwanted medicine in the past year? Yes, No, Don't know.

Please indicate how well you feel each following phrase describes the medicine disposal programs that currently exist:

Easy to locate. Very well, somewhat well, not very well, don't know or no opinion.

Easy to use. Very well, somewhat well, not very well, don't know or no opinion.

Easy to access. Very well, somewhat well, not very well, don't know or no opinion.

Which statement do you agree with more

- I prefer to have a free sharps mail-back package sent directly to my home address
- I prefer to pick up a free sharps mail-back package at a mail-back distribution site
- I prefer to be provided a free sharps mail-back package at the time that I purchase sharps
- No preference

# 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 drop box site, or a retail pharmacy, hospital/clinic with an onsite pharmacy or a law enforcement agency interested in hosting a drop box, please contact us:

Click here: [Learn more about becoming a drop box 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

Figure 31: MED-Project Website Contact Page (December 2023)

## Figure Description:

Figure showing the California State MED-Project “Contact” page: Figure 31

### 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<sup>®</sup>  
Medication Education & Disposal

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


## Frequently Asked Questions

### General 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?
- Where can I find information about California's Prop 65?
- Where are the MED-Project disposal locations nearest me?

### Medicine Program Questions


- Whom should I call with a question about my medication?
- Where can I find information about the safe storage of medication?
- How do I dispose of my expired or unwanted medicine?
- Should I remove my personal information before disposing of my medication?
- Will it cost me anything to dispose of my medication?
- Can I flush my medication down the toilet?
- Where else can I find information about the safe disposal of unwanted household medication?
- What is recommended for safe disposal of expired or unwanted household medication in California State?
- I have a question not answered by this website. Is there someone I can contact with a question about MED-Project?




Medicine Usage



Safe Storage Information



Find a Location



Mail-Back Services

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Figure 32: MED-Project Website Frequently Asked Questions Page (December 2023)

## Figure Description:

Figure showing the California State MED-Project “Frequently Asked Questions” page:  
Figure 32

### Description:

Frequently Asked Questions

General Questions (A list of questions with drop-down options to learn more)

- 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?
- Where can I find information about California's Prop 65?
- Where are the MED-Project disposal locations nearest me?
- Medicine Program Questions
- Whom should I call with a question about my medication?
- Where can I find information about the safe storage of medication?
- How do I dispose of my expired or unwanted medicine?
- Should I remove my personal information before disposing of my medication?
- Will it cost me anything to dispose of my expired or unwanted medications?
- Can I flush my medication down the toilet?
- 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?
- I have a question not answered by this website. Is there someone I can contact with a question about MED-Project?

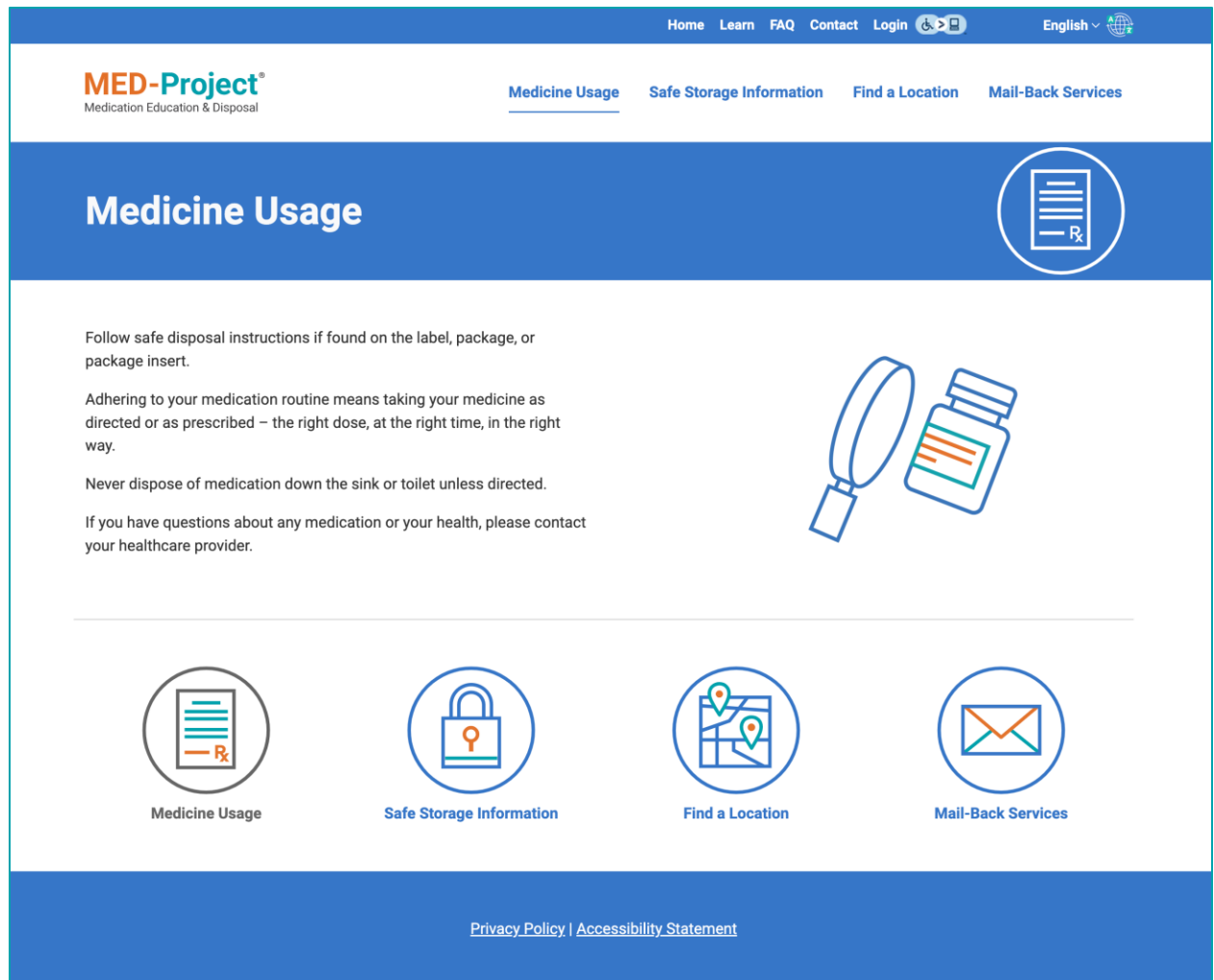


Figure 33: MED-Project Website Medicine Usage Page (December 2023)

## **Figure Description:**

Figure showing the California State MED-Project “Medicine Usage” page: Figure 33

### **Description:**

Medicine Usage

Follow safe disposal instructions if found of the label, package or package insert.

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..

Never dispose of medication down the sink or toilet unless directed.

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



Home Learn FAQ Contact Login English

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

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

## Safe Storage Information

It is important to take medication as prescribed by your health care provider and as indicated on the label or packaging. Opioids and opiates are powerful medicine, and like other medications, can be dangerous when used in ways that are not intended.

Always be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children. If you have expired or unwanted household medication, proper storage and disposal are easy.

To protect your family, pets, and community, follow these instructions for secure storage and safe disposal.

**Use as Directed**

Use medication as directed. If there are any specific instructions on the label, package, or package insert, please follow those. If you have any questions, ask your healthcare providers.

**Store Securely**

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

**Dispose Safely**


Check your medicine cabinet and remove all expired and unwanted medication. If you do not know if a drug is still safe, check with your pharmacist. Count medication to keep track of amounts. Drop off or mail back expired or unwanted medications for safe disposal.

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.

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



Mail-Back Services

[Privacy Policy](#) | [Accessibility Statement](#)

Figure 34: MED-Project Website Safe Storage Information Page (December 2023)

## Figure Description:

Figure showing the California State MED-Project “Safe Storage Information” page:  
Figure 34

### Description:

#### Safe Storage Information

It is important to take medication as prescribed by your health care provider and as indicated on the label or packaging. Opioids and opiates are powerful medicine, and like other medications, can be dangerous when used in ways that are not intended.

Always be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children. If you have expired or unwanted household medication, proper storage and disposal are easy.

To protect your family, pets, and community, follow these instructions for secure storage and safe disposal.

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Use medication as directed. If there are any specific instructions on the label, package, or package insert, please follow those. 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 medication in a secure location safely away from people or pets that might come in contact with them.

#### Dispose Safely

Check your medicine cabinet and remove all expired and unwanted medication. If you do not know if a drug is still safe, check with your pharmacist. Count medication to keep track of amounts. Drop off or mail back expired or unwanted medications for safe disposal.

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.

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.

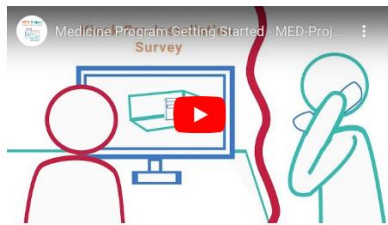
Join us today!



**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](mailto: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 35: MED-Project Website Recruiting Page (December 2023)

## Figure Description:

Figure showing the California State MED-Project Website Recruiting Page Figure 35

### Description:

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 -MED-Project (animated video clip)

[Program Overview](#): An overview of the requirements regarding educating the public and Program participation.

How to Participate- MED-Project (animated video clip)

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.

Medicine Program Getting Started-MED-Project (animated video clip)

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

Ongoing Support- MED-Project (animated video clip)

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

**How to Keep Your Family Safe at the Pool This Summer**

**How to Build Friendships That Will Stand the Test of Time**

**18 Ways Friendships Change as You Get Older**

**How to Budget**

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Figure 36: Examples of Digital Media: Digital Display Media #1 (Jan 2023)

Popular Topics & Resources

### Pregnancy

- [Pregnancy Week by Week >](#)
- [Symptoms and Solutions >](#)
- [Due Date Calculator >](#)
- [Labor and Delivery >](#)


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### Baby Products

- [Strollers >](#)
- [Nursing & Feeding >](#)
- [Maternity Clothes >](#)
- [Car Seats >](#)


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Figure 37: Examples of Digital Media: Digital Display #2 (Jan 2023)

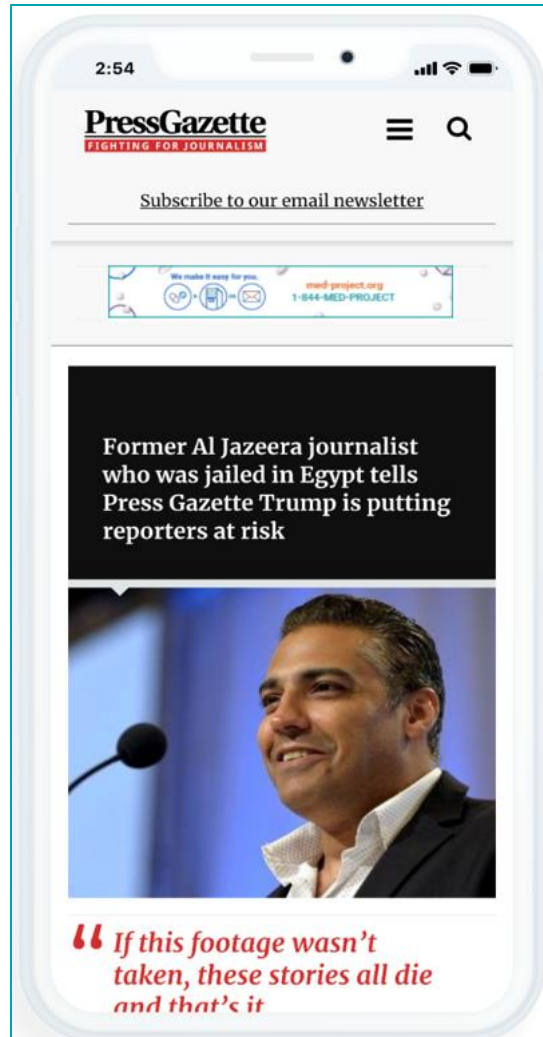


Figure 38: Examples of Digital Media: Digital Display #3 Mobile (Jan 2023)

renabiliar a los adolescentes que se pasan horas muertas frente al teléfono móvil.

## El uso abusivo de las tecnologías es una realidad

Los teléfonos móviles están creando problemas a muchos adolescentes, llegando en ocasiones a constituir una [auténtica adicción](#).



EN BEBÉS Y MÁS

Ya hay entrenadores que ayudan a los padres a criar a sus hijos sin pantallas

La Organización Mundial de la Salud (OMS) no solo recomienda [limitar el tiempo de pantalla desde la infancia](#), sino que también ha incluido la [adicción a los videojuegos](#), en la lista de patologías.

Además, la [Estrategia Nacional sobre Adicciones 2017-2024](#) presentada por el Ministerio de Sanidad, Servicios Sociales e Igualdad, exponía en su informe



Figure 39: Examples of Digital Media: Digital Display #4 -Spanish (Jan 2023)





Figure 40: Examples of Digital Media: Digital Display #5 – Spanish Mobile (Jan 2023)

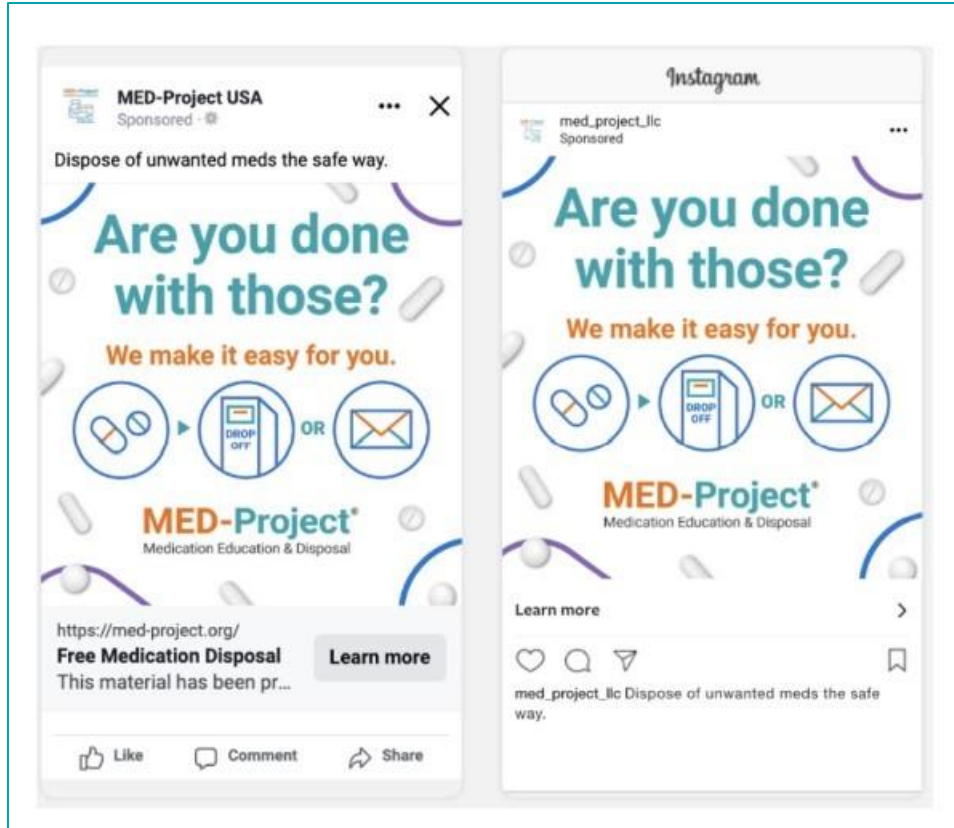


Figure 41: Examples of Social Media Campaign: Facebook/Instagram (Jan 2023)

# Appendix D

## California Resident Survey Results

### Objectives and Methodology

#### Study Objectives

- MED-Project desired to assess the awareness of its medication disposal programs and determine the effectiveness of MED-Project's outreach among residents in California.
- MED-Project commissioned a survey to evaluate the effectiveness of its initiatives.

#### Study Design

- 1,000 residents in California were surveyed between October 10 and October 25, 2023
- Residents were surveyed online (desktop and mobile) to minimize sampling bias.
- Residents surveyed have had used and/or unwanted medications in the home and were located in the areas covered by the California statewide legislation.

#### Sampling & Analysis

- Sampling was done at random to achieve a response representative of the California population based on the 2020 census.
- When the surveys were complete, the raw data was analyzed and cleaned to remove incomplete surveys. The data was then analyzed at a confidence level of 95% and a margin of error 3.1%, which means that if the same survey was conducted 100 times, we are confident that 95 out of 100 times the results would fall within what we are reporting, plus or minus 3.1%.

## Executive Summary

### Awareness

- 71% of residents are 'Aware' of drop box and/or Mail-back programs as drug disposal options
- 23% cite seeing/hearing a medication take back program communication

### Disposal Method

- 36% 'Likely' to use Mail-back programs
- 61% 'Likely' to use Drop box locations in the future
- 26% Have 'heard of and used' a Pharmacy drop box

### Accessibility

- 67% 'Agree' that they make it easy to dispose of expired or unwanted medications

## Resident Awareness - Medications

**Q2: How familiar are you with the following ways someone can dispose of (get rid of) expired or unwanted household medication in California?**

**Q9: How likely are you to use the following options to dispose of expired or unwanted household medication in the future?**

- 71% said that they have heard of an in-state medication disposal option provided by MED-Project's Covered Drugs Program
- 61% are 'Likely' to dispose of expired or unwanted medication in the future by taking it to Drop box locations.
- 36% 'Likely' to use Mail-back services for disposing of expired or unwanted medication in the future

Likelihood to Dispose of Household Medication by:

### Mail-back Services

- 36% probably/definitely will
- 37% maybe/maybe not
- 28% definitely/probably not

### Drop box locations

- 61% probably/definitely will
- 29% maybe/maybe not
- 11% definitely/probably not

Mail-back programs and Drop box locations are provided by MED-Project's Covered Drugs Program.

**Q2: How familiar are you with the following ways someone can dispose of (get rid of) expired or unwanted medications in California?**

- 77% of residents said that they have heard of a medication disposal option in California
- 26% 'Have heard of and used' a Pharmacy drop box or Mail-back program

**Awareness and Usage of Given Medication Disposal Options:**

**Pharmacy Drop Box**

- 42% Unaware of
- 40% Have heard of, but never used
- 18% Have heard of and used

**Local Takeback Events**

- 50% Unaware of
- 41% Have heard of, but never used
- 9% Have heard of and used

**Police station drop box**

- 54% Unaware of
- 36% Have heard of, but never used
- 10% Have heard of and used

**Mail-back programs**

- 62% Unaware of
- 30% Have heard of, but never used
- 8% Have heard of and used

**Q4: Have you used any of the following options to dispose of expired or unwanted household medications?**

- 13% of residents report that they have used Pharmacy drop box locations to dispose of expired or unwanted household medications

**Medications Disposal Methods Used (Select all that apply)**

- 47% Thrown in garbage
- 21% Flushed down toilet
- 13% Pharmacy Drop boxes
- 7% Drop box locations
- 4% Takeback events
- 2% Mail-back Services
- 6% Other
- 26% I have not used any of these options

**Q5: Have you ever seen or received information or advertisements about drug takeback programs in California?**

**Q6: What is your preferred method to see or receive information about drug takeback programs?**

**Q8: Where did you see the advertisements or receive information?**

- 23% of residents recall receiving information or seeing ads about drug takeback programs; 35% credit Television as the source for this information and 26% credit Pharmacists

Where Ads/Info Seen vs Preferred Method

Ranked by Where info/ads seen, showing responses of 15% or more (18 tested)

Television

- 35% Where seen
- 9% Preferred Method

Pharmacist

- 26% Where seen
- 13 % Preferred Method

Healthcare Provider/Location

- 22% Where seen
- 7% Preferred Method

Direct Mail

- 21% Where seen
- 15% Preferred Method

Brochure at Pharmacy

- 19% Where seen
- 6% Preferred Method

Word of Mouth

- 18% Where seen
- 3% Preferred Method

Social Media

- 17% Where seen
- 9% Preferred Method

Newspapers



- 15% Where seen
- 1% Preferred Method

#### Email

- 14% Where seen
- 16% Preferred Method

#### Online or mobile

- 13% Where seen
- 4% Preferred Method

#### Law enforcement agencies

- 11% Where seen
- 1% Preferred Method

#### Radio

- 11% Where seen
- 2% Preferred Method

#### Billboards, signs, or posters

- 9% Where seen
- 3% Preferred Method

#### Print Publications

- 9% Where seen
- 1% Preferred Method

#### Streaming media

- 8% Where seen
- 2% Preferred Method

#### Special events

- 7% Where seen
- 1% Preferred Method

#### Nextdoor.com

- 5% Where seen
- 1% Preferred Method

#### Workplace or employer

- 5% Where seen
- 1% Preferred Method

Other

- 4% Where seen
- 6% Preferred Method

Do not remember

- 3% Where seen

**Q7: Please indicate how well you feel the sentence below describes drug takeback programs or medicine disposal program(s) in California**

Among those aware of medication takeback programs

- 67% 'Agree' that they make it easy to dispose of expired or unwanted medications
- 64% 'Agree' that they are handled safely and securely

Level of Agreement

These takeback programs make it easy to disposed of unwanted medications

- 3% Strongly disagree
- 6% Somewhat disagree
- 25% Neither agree nor disagree
- 36% Somewhat agree
- 31% Strongly agree
- 67% Strongly + Somewhat agree

These takeback programs are handed safely and securely

- 2% Strongly disagree
- 2% Somewhat disagree
- 32% Neither agree nor disagree
- 35% Somewhat agree
- 29% Strongly agree
- 64% Strongly + Somewhat agree

These programs are convenient

- 3% Strongly disagree
- 8% Somewhat disagree
- 28% Neither agree nor disagree
- 34% Somewhat agree
- 27% Strongly agree
- 61% Strongly + Somewhat agree

These takeback programs are available and accessible to everyone

- 4% Strongly disagree
- 8% Somewhat disagree
- 30% Neither agree nor disagree
- 33% Somewhat agree
- 25% Strongly agree
- 58% Strongly + Somewhat agree

These takeback programs have clear instructions for usage

- 2% Strongly disagree
- 6% Somewhat disagree
- 38% Neither agree nor disagree
- 32% Somewhat agree
- 21% Strongly agree
- 53% Strongly + Somewhat agree

**Q1: Do you ever have the below items in your home?**

- 52% of residents have had expired medication in their home; 49% of residents have had unwanted or unneeded medications in their home.

Rate of Yes, Have Had Item in the Home (Selects 'Yes' or 'No' to each item individually)

- 68% Broken, disabled electronics
- 52% Expired medication
- 49% Unwanted/Unneeded medication
- 29% Broken, inoperable large appliances

## Demographics

Q: What is your age?

Q: What is your gender?

Q: Which of the following ranges best represents your total annual household income before taxes?

### Gender

- 48.0% Male
- 51.0% Female
- 1.0% Other

### Household Income

- 16% Less than \$25K
- 34% \$25K to 75K
- 45% Greater than 75K
- 5% I'm not sure/prefer not to answer

### Age

- 12% 18-24
- 18% 25-34
- 20% 35-44
- 19% 45-54
- 14% 55-64
- 18% 65+

### Geography Descriptor

- 57% Suburban
- 35% City/major metro
- 9% Rural

### Education

- 46.0% College degree
- 54.0% No college Degree

### Race & Ethnicity (Select all that apply)

- 57% White/Caucasian
- 34% Hispanic
- 17% Black/African American
- 10% Asian/Asian American
- 14% Other

## Appendix E

### Certifications

As Required by 14 CCR § 18973(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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