

MED-Project[®]

Medication Education & Disposal

MED-Project 2023 Annual Report

State of California, Home-Generated Sharps Waste

March 31, 2024

Prepared By: MED-Project USA

Submitted To: California Department of Resources Recycling and Recovery

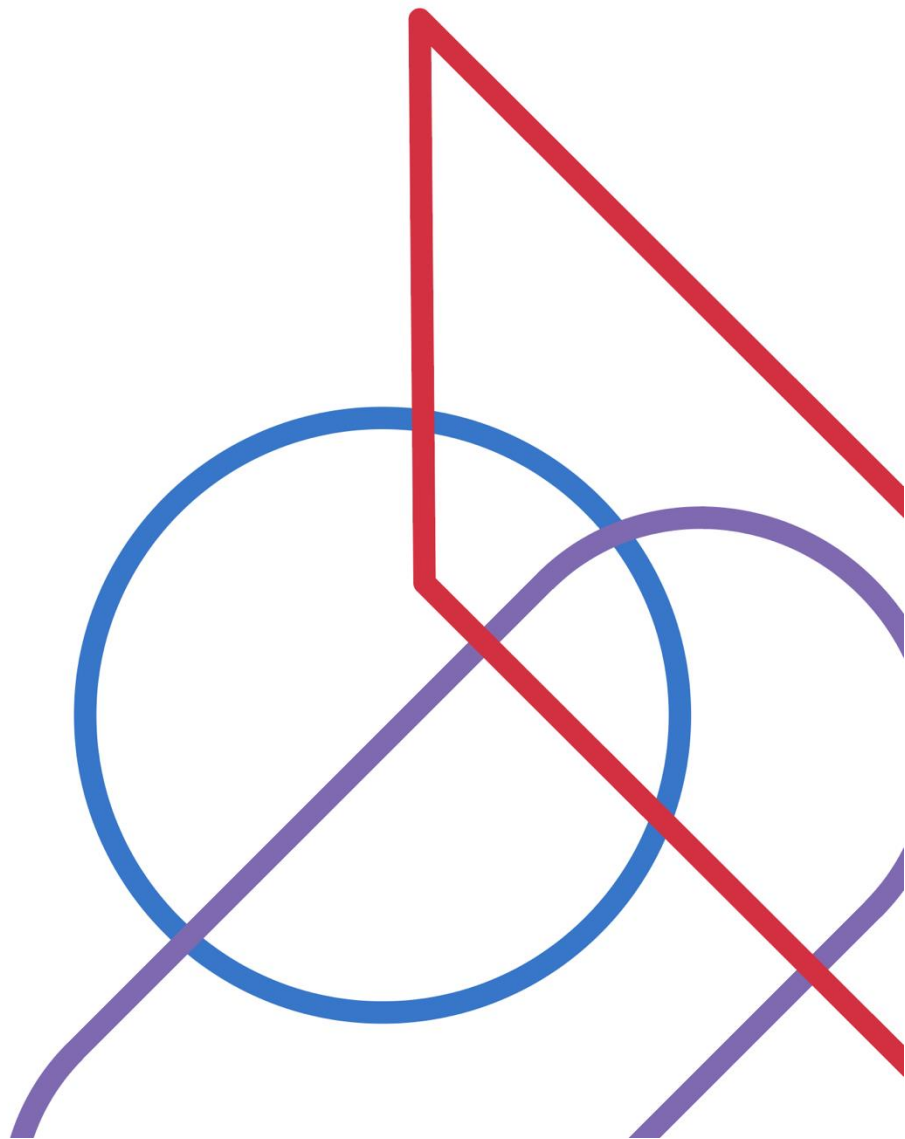


Table of Contents

I.	Executive Summary	3
	Notifications in the Reporting Period	4
II.	Program Contact Information:	5
III.	Collection System	5
	A. Sharps Containers and Mail-Back Distribution	6
	B. Mail-Back Returns	8
	C. Supplemental Forms of Collection and Disposal	8
IV.	Transportation and Disposal System	8
V.	Policies and Procedures	10
VI.	Repeal of Local Ordinances	11
VII.	Safety and Security Incidents	11
VIII.	Education and Outreach	12
	A. Promotional Marketing Materials	12
	B. Education and Outreach Activities	13
	C. Numerical Metrics	19
	D. Performance of the Education and Outreach Program	20
IX.	Participating Covered Entities and Their Covered Products	23
X.	Selection of Service Providers	24
XI.	Incentives Provided	25
XII.	Staffing Changes	25
XIII.	Coordination	25
XIV.	Annual Program Expenses	26
XV.	Local Agency Requests	26
XVI.	Plan Compliance	27
	Appendix A	28
	Plan Exception Report	28
	Appendix B	29
	Electronic Examples of Promotional Marketing Materials	29
	Appendix C	85
	California Resident Survey Results	85
	Appendix D	97
	Certification	97

I. Executive Summary

California Code of Regulations, Title 14, (“Regulation”) Section 18973.5(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, education and outreach efforts, and ways in which challenges are being addressed.”*

MED-Project USA (“MED-Project”) operates a Product Stewardship Plan for Home-Generated Sharps Waste (the “Program”) in the State of California under Chapter 2 (commencing with section 42030), Part 3, Division 30 of the California Public Resources Code (“PRC”). On November 15, 2022, the Director of the California Department of Resources Recycling and Recovery (“CalRecycle”), provided approval, without condition, of the MED-Project Stewardship Plan for Home-Generated Sharps Waste dated August 22, 2022 (the “Approved Plan”).

This 2023 State of California Annual Report (“Annual Report”) describes MED-Project’s activities in the State (the State of California, except where the Law does not apply to a Sharp pursuant to the PRC) between January 1, 2023, and December 31, 2023 (the “Reporting Period”).

MED-Project operated a Program for Home-Generated Sharps Waste during the Reporting Period in order to meet the standards outlined in PRC Section 42032.2(d)(1)(F). See Section III: Collection System below for information about how MED-Project met these standards during the Reporting Period.

During the Reporting Period, MED-Project conducted outreach over 14,500 times via multiple methods, including over 1,800 letters, over 9,700 emails, over 900 phone calls, and over 2,100 in-person site visits. MED-Project conducted these in-person site visits with non-online Point of Sale Sites to, among other things, assist them in accepting the terms and conditions to use the online ordering system, provide information about the phone ordering system, and provide materials to promote the Program to Ultimate Users. During the Reporting Period, two new Retail pharmacy chains agreed to terms and conditions to use the online ordering system to initiate the distribution of Sharps Mail-Back Packages to Ultimate Users.

In creating a new statewide program providing or initiating the distribution of Sharps Mail-Back Packages at the Point of Sale, MED-Project has encountered some challenges. Under SB212 and the Regulations, Point of Sale Sites are not required to participate by providing or initiating the distribution of a Sharps Mail-Back Package at the Point of Sale. To address this challenge, during the Reporting Period MED-Project continued varied strategies to secure Point of Sale Site participation in the Program and also implemented strategies where Ultimate Users could conveniently obtain Sharps Mail-Back Packages prior to the Point of Sale. MED-Project also continued working with

its Covered Entities and distributors by implementing a communications campaign to Point of Sale Sites that encouraged participation in the Program. In addition, MED-Project implemented a communications strategy with Retail pharmacy chains. Finally, MED-Project registered every known Point of Sale Site on the online ordering system, allowing Point of Sale Sites to conveniently initiate orders of Sharps Mail-Back Packages to be distributed to Ultimate Users. MED-Project's strategies were highly successful resulting in 4,253 Point of Sale Sites having completed the process to participate through the online ordering system during the Reporting Period. MED-Project also provided a convenient phone ordering system that does not require accepting the terms and conditions to use the online ordering system and can be used to initiate the distribution of Sharps Mail-Back Packages at the Point of Sale. These programs were highly successful as demonstrated by the results provided in Section III: Collection System.

MED-Project also continued the use of a method of providing information to Ultimate Users prior to a Point of Sale or as part of the check-out process to further inform Ultimate Users of the numerous options for obtaining a free Sharps Mail-Back Package either provided by or initiated at the Point of Sale or prior to the Point of Sale.

During the Reporting Period, MED-Project worked with the other approved Program Operator to develop and launch a coordinated website in October 2023. The coordinated website enables Ultimate Users to request that Sharps Mail-Back Packages be sent to a specified address. More information is provided in Section XIII: Coordination.

The following Sections of the Annual Report address the specific reporting requirements in Regulation Section 18973.5 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 Home-Generated Sharps Waste 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 the following notifications to CalRecycle during the Reporting Period:

- 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 committing to send out a digital survey to all Point of Sale Sites that provide Sharps Mail-Back Packages to Ultimate Users to request verification that Sharps

Mail-Back Packages were provided to Ultimate Users, and to request the Point of Sale Sites that provide Sharps Mail-Back Packages to Ultimate Users to report on the remaining inventory of Sharps Mail-Back Packages currently on hand at the Point of Sale Site at the time of reporting. The results of this digital survey are described in this Annual Report.

- On December 22, 2023, MED-Project notified CalRecycle of additional reporting metrics for confirming Sharps Mail-Back Package distribution by Point of Sale Sites that provide Sharps Mail-Back Packages to Ultimate Users and provided an expanded list of transporters, and treatment and disposal facilities.

II. Program Contact Information:

Regulation Section 18973.5(a): “(a) Contact information pursuant to section 18973.3(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
www.med-projectusa.org

The M Street address is the mailing and physical address.

III. Collection System

Regulation Section 18973.5 (c)(1): “Describe “[h]ow ultimate users had an opportunity to dispose of their home-generated sharps waste as described in the approved stewardship plan.”

During the Reporting Period, MED-Project operated systems to provide or initiate the distribution of Sharps Mail-Back Packages to Ultimate Users at or prior to the Point of Sale of In-Scope Purchases and through the Website and Call Center, consistent with the Approved Plan. During the Reporting Period, MED-Project engaged with vendors to operate the system for initiating Sharps Mail-Back Packages at the Point of Sale for In-Scope Purchases and for distributing Sharps Mail-Back Packages to Point of Sale Sites to provide to Ultimate Users at the Point of Sale for In-Scope Purchases. MED-Project

also performed outreach and education about the Program with Covered Entities, distributors, and Point of Sale Sites.

A. Sharps Containers and Mail-Back Distribution

PRC Section 42033.2 (b)(5): *“For a stewardship plan for home-generated sharps waste, information on the mail-back program.”*

Regulation Section 18973.5 (c)(2): *“Amount of sharps waste containers and mail-back materials distributed as required in the stewardship plan pursuant to section 18973.3(f)(6), per county, through each of the following methods:*

- (1) Provided at point of sale*
- (2) Initiated at point of sale*
- (3) Website requests*
- (4) Toll-free telephone number requests.”*

MED-Project provided a system that allowed Point of Sale Sites to initiate or provide for the distribution of Sharps Mail-Back Packages to Ultimate Users at the Point of Sale of In-Scope Purchases during the Reporting Period.

MED-Project worked with Point of Sale Sites during the Reporting Period, resulting in an additional 327 sites accepting the terms and conditions to participate in the Program using the online ordering system, for a total of 4,253 Point of Sale Sites, to initiate the distribution of Sharps Mail-Back Packages. During the Reporting Period, the distribution of 39,657 Sharps Mail-Back Packages was initiated at Point of Sale Sites at the Point of Sale of In-Scope Purchases using the online ordering system.

Point of Sale Sites were also able to initiate the distribution of Sharps Mail-Back Packages through the phone ordering system. During the Reporting Period, the distribution of 7,449 Sharps Mail-Back Packages was initiated at Point of Sale Sites using the phone ordering system.

Ultimate Users were also able to request Sharps Mail-Back Packages at any time through the Website and Call Center prior to the Point of Sale during the Reporting Period. During the Reporting Period, MED-Project received 35,720 requests for Sharps Mail-Back Packages through the Website and 4,465 requests for Sharps Mail-Back Packages through the Call Center. During the Reporting Period, MED-Project distributed 35,409 Sharps Mail-Back Packages through the Website and 4,457 Sharps Mail-Back Packages through the Call Center. The difference between the requests for Sharps Mail-Back Packages received and Sharps Mail-Back Packages distributed is due to end-of-year timing, for example, Sharps Mail-Back Packages that were

requested during the Reporting Period and distributed after the Reporting Period. See Attachment A: Requests and Distribution by County.

During the Reporting Period, an additional 201 non-online Point of Sale Sites, for a total of 358 non-online Point of Sale Sites, executed an agreement to participate in the Program by providing Sharps Mail-Back Packages at the Point of Sale.

MED-Project conducted a digital survey to reach all Point of Sale Sites that provide Sharps Mail-Back Packages to Ultimate Users, to request verification that Sharps Mail-Back Packages were provided to Ultimate Users and to determine the current inventory of Sharps Mail-Back Packages remaining at the Point of Sale Site. MED-Project then followed up via phone and in-person, where needed, to achieve a 100% response rate from these Point of Sale Sites. Based upon the inventory distributed to Point of Sale Sites and the remaining inventory reported, MED-Project was able to verify that Point of Sale Sites distributed Sharps Mail-Back Packages directly to Ultimate Users and MED-Project was able to determine how many Sharps Mail-Back Packages were provided to Ultimate Users at the Point of Sale. During the Reporting Period, 42,211 Sharps Mail-Back Packages were provided to Ultimate Users by Point of Sale Sites for In-Scope Purchases.

MED-Project is providing Sharps Mail-Back Package request and distribution metrics, pursuant to Section 18973.3(f)(6), categorized by county, as an accessible spreadsheet attached to this Annual Report. See Attachment A for the number of Sharps Mail-Back Package requests and distribution by county.

Through Point of Sale Sites, there were over 3,100,000 times that Ultimate Users purchasing Sharps were provided information on the Program at the Point of Sale.

Per the Approved Plan, MED-Project supplied information about proper Sharps waste disposal for Point of Sale Sites to issue to Ultimate Users, including when an Ultimate User forgoes a Point of Sale Site's offer to provide or initiate the distribution of a Sharps Mail-Back Package to the Ultimate User. Thus, the number of Sharps Mail-Back Packages issued to Ultimate Users was fewer than the number of times information was released to Ultimate Users since Ultimate Users may decline the Point of Sale Site's offer to provide or initiate the distribution of a Sharps Mail-Back Package. While Ultimate Users can decline this offer for any reason, some reasons the number of Ultimate Users provided information about the Program exceeded the number of Sharps Mail-Back Packages distributed could include: (1) Sharps containers can hold more than one dispense or sale of a Sharp; and (2) Ultimate Users may have familiar systems for managing Home-Generated Sharps Waste, including the use of household hazardous waste facilities, and may be more comfortable utilizing these methods, particularly in the Program's early years. Additionally, MED-Project notes it has no insight into how patients manage their disease state.

B. Mail-Back Returns

Regulation Section 18973.5 (c)(3): “Amount of home-generated sharps waste returned through the mail-back program, as required in the stewardship plan pursuant to section 18973.3(f)(6).”

During the Reporting Period, MED-Project disposed of 29,950.2 pounds of Home-Generated Sharps Waste through the return of 20,111 Sharps Mail-Back Packages by Ultimate Users.

C. Supplemental Forms of Collection and Disposal

Regulation Section 18973.5 (c)(4): “Supplemental collection method(s) of home-generated sharps waste that were provided in addition to, but not in lieu of, the mail-back program, pursuant to section 18973.3(f)(5). Include a list of dates and locations of take-back events that occurred pursuant to section 18973.3(f)(5)(B), if applicable”

Regulation Section 18973.5 (c)(5): “If applicable, amount of home-generated sharps waste collected through supplemental collection method(s), as required in the stewardship plan pursuant to section 18973.3(f)(7)”

MED-Project did not use supplemental collection methods to collect Home-Generated Sharps Waste during the Reporting Period.

IV. Transportation and Disposal System

Regulation Section 18973.5 (d): “Transportation and Disposal. Descriptions of the methods used to transport and dispose of consolidated home-generated sharps waste, including the following:

- (1) Mechanism(s) used to track the collection, transportation, and disposal of home-generated sharps waste
- (2) Name and mailing address of each service provider used to transport or process home-generated sharps waste
- (3) For each disposal facility, include the following:
 - (a) Name of facility
 - (b) Mailing and physical address

(c) *Total weight of material disposed*”

MED-Project operates a handling, transport, and disposal system that complies with applicable laws, regulations, and other legal requirements. Each Sharps Mail-Back Package 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 Home-Generated Sharps Waste, including tracking mechanisms, as described in the Approved Plan. These methods provide that returned Sharps Mail-Back Packages are transported via Carrier to a permitted treatment facility and handled in compliance with all applicable laws, regulations, and other legal requirements.

Upon arriving at a treatment facility, Sharps Mail-Back Packages are scanned for receipt verification and weighed.

MED-Project used the following service providers for transporting or processing Home-Generated Sharps Waste during the Reporting Period:

- United States Postal Service: 475 L’Enfant Plaza, SW, Washington, DC, 20260

MED-Project used the following treatment facilities to dispose of Home-Generated Sharps Waste during the Reporting Period:

1. MedSharps, LLC
 - Mailing Address: 17340 Bell North Drive, Schertz, TX 78154
 - Physical Address: 17340 Bell North Drive, Schertz, TX 78154
 - Pounds of Home-Generated Sharps Waste disposed: 19,425.2
2. Stericycle, Inc. Clinton
 - Mailing Address: 5815 Weldon Springs, Rd. Clinton, IL 61727
 - Physical Address: 5815 Weldon Springs, Rd. Clinton, IL 61727
 - Pounds of Home-Generated Sharps Waste disposed: 10.4
3. Stericycle, Inc. Concord
 - Mailing Address: 4403 Republic Ct NW, Concord, NC 28027
 - Physical Address: 4403 Republic Ct NW, Concord, NC 28027
 - Pounds of Home-Generated Sharps Waste disposed: 6.5
4. Stericycle, Inc. Conroe
 - Mailing Address: 8950 Conroe Park, North Dr. Conroe, TX 77303
 - Physical Address: 8950 Conroe Park, North Dr. Conroe, TX 77303
 - Pounds of Home-Generated Sharps Waste disposed: 5.8
5. Stericycle, Inc. Eagan
 - Mailing Address: 1670 Meadowview, Rd. Eagan, MN 55121
 - Physical Address: 1670 Meadowview, Rd. Eagan, MN 55121
 - Pounds of Home-Generated Sharps Waste disposed: 6
6. Stericycle, Inc. Eaton Park (Lakeland)

- Mailing Address: 4245 Maine Ave, Lakeland, FL 33801
 - Physical Address: 4245 Maine Ave, Lakeland, FL 33801
 - Pounds of Home-Generated Sharps Waste disposed: 4.2
7. Stericycle, Inc. Fresno
 - Mailing Address: 4135 W Swift Ave, Fresno, CA 93722
 - Physical Address: 4135 W Swift Ave, Fresno, CA 93722
 - Pounds of Home-Generated Sharps Waste disposed: 3.1
 8. Stericycle, Inc. Gary
 - Mailing Address: 7101 W. 15th Avenue, Gary, IN 46406
 - Physical Address: 7101 W. 15th Avenue, Gary, IN 46406
 - Pounds of Home-Generated Sharps Waste disposed: 6.6
 9. Stericycle, Inc. Stockton
 - Mailing Address: 7873 RA Bridgeford St., Stockton, CA 85206
 - Physical Address: 7873 RA Bridgeford St., Stockton, CA 85206
 - Pounds of Home-Generated Sharps Waste disposed: 2,211.1
 10. Stericycle, Inc. Vernon
 - Mailing Address: 2775 E 26th St, Vernon, CA 90058
 - Physical Address: 2775 E 26th St, Vernon, CA 90058
 - Pounds of Home-Generated Sharps Waste disposed: 8,271.4

V. Policies and Procedures

PRC 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 18973.5 (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 home-generated sharps waste, 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 18973.5 (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 home-generated sharps waste from collection through final disposal.”*

Policies and procedures for collecting, transporting, and disposing of Home-Generated Sharps Waste, 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 Approved 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 to safely and securely collect, track, and properly manage Home-Generated Sharps Waste from collection through final disposal.

VI. Repeal of Local Ordinances

Regulation Section 18973.5 (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.”*

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

VII. Safety and Security Incidents

PRC 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 18973.5 (h): *“Safety and Security. Describe the general nature of any incidents with safety or security related to collection, transportation, or disposal of home-generated sharps waste. Explain the corrective actions taken or that will be taken to address the issue and*

improve safety and security. Additionally, 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.”*

MED-Project tracked safety and security problems that occurred during the Reporting Period and there were no events reported during the Reporting Period.

VIII. Education and Outreach

Regulation Section 18973.5 (i): *“Education and Outreach. Description and evaluation of the comprehensive education and outreach activities pursuant to section 18973.3(i), 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 18973.3(i)(5)*
- (3) A discussion of what the metrics, described above in section 18973.5(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 in 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, please see Appendix B: Electronic Examples of Promotional

Marketing Materials. MED-Project promoted the proper disposal of Home-Generated Sharps Waste 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 education and outreach program consistent with the timeline described in Appendix F of the Approved Plan:

Media and Promotion: Year 2 (30 – 360 Days)

- Public service announcements were available via online access.
- Continued to engage with Google Ad Grants on application to participate in grant-based online advertising campaign.
- Continued social media activity.
- Ran targeted communications and outreach campaign directed at health care providers.
- Local promotion for confirmed events.

Outreach Materials and Collateral: Year 2 (30 Days – 90 Days)

- Provided educational signage/posters to Point of Sale Sites upon request.
- Provided educational and outreach materials and/or Sharps Mail-Back Packages to Point of Sale Sites, upon request, via Website and Help Desk.
- Provided educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Provided access to educational and outreach materials for Ultimate Users on Website.

Outreach Materials and Collateral: Year 2 (120 Days)

- Revised educational/information.

Outreach Materials and Collateral: Year 2 (120 Days – 180 Days)

- Provided educational signage/posters to Point of Sale Sites, upon request.
- Provided educational and outreach materials and/or Sharps Mail-Back Packages to Point of Sale Sites upon request via Website and Help Desk.
- Provided educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Provided access to educational and outreach materials for Ultimate Users on Website.

Outreach Materials and Collateral: Year 2 (210 Days)

- Revised educational/information.

Outreach Materials and Collateral: Year 2 (210 Days – 270 Days)

- Provided educational signage/posters to Point of Sale Sites, upon request.
- Provided educational and outreach materials and/or Sharps Mail-Back Packages to Point of Sale Sites upon request via Website and Help Desk.
- Provided educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Provided access to educational and outreach materials for Ultimate Users on Website.

Outreach Materials and Collateral: Year 2 (300 Days)

- Revised customer outreach materials.
- Revised educational/information.
- Revise Program factsheets.

Outreach Materials and Collateral: Year 2 (300 Days – 360 Days)

- Provided educational signage/posters to Point of Sale Sites, upon request.
- Provided educational and outreach materials and/or Sharps Mail-Back Packages to Point of Sale Sites upon request via Website and Help Desk.
- Provided educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Provided access to educational and outreach materials for Ultimate Users on Website.

Communications and Website: Year 2 (30 Days – 180 Days)

- Updated Website information.
- Program updates issued.

Communications and Website: Year 2

- Press release announcing annual report highlights.

Communications and Website: Year 2 (210 Days – 360 Days)

- Updated Website information.
- Program updates issued.

Point of Sale Site Activity: Year 2 (30 Days – 180 Days)

- Onsite visits/presentations or phone contact.

Point of Sale Site Activity: Year 2 (210 Days – 270 Days)

- Onsite visits/presentations or phone contact.

Point of Sale Site Activity: Year 2 (300 Days – 360 Days)

- Onsite visits/presentations or phone contact.

Events: Year 2 (360 Days)

- 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 Point of Sale Sites, hospitals, pharmacies, health care providers, and other individuals on Program usage. The activities were designed to:

- Inform Ultimate Users where, why, and how to safely dispose of Home-Generated Sharps Waste.
- 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 provided information as outlined in Section 10 of the Approved Plan, including:

- Instructions for safe handling and proper disposal of Home-Generated Sharps Waste, including instructions to separate products that are not covered products from Covered Products before depositing them into a Sharps Mail-Back Package.
- A web form to accept requests for Sharps Mail-Back Packages from Ultimate Users. The web form allows Ultimate Users to select the type and quantity of Sharps Mail-Back Packages and enter their name and shipping address for fulfillment. Additionally, the Website provides Ultimate Users with information on how to request alternative sizes of Sharps Mail-Back Packages.
- 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.
- Direct links to the nearest household hazardous waste facilities.

MED-Project operated the Call Center as another effective means to communicate Program information to Ultimate Users. The toll-free telephone number was 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 23, 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 300 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 5.66%, 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 5.66%. Metrics from the awareness survey are reported in Section VIII.C. and the full results are included in Appendix C: 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 at Point of Sale Sites participating in the Program. 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 Sharps Mail-Back Package inserts. For examples of the education and outreach materials distributed during the Reporting Period, see Appendix B: Electronic Examples of Promotional Marketing Materials.

Additionally, MED-Project promoted the Program to Ultimate Users by providing outreach materials that included signage and materials, free of charge, to Point of Sale Sites and other locations upon request for dissemination of materials to Ultimate Users. These materials were translated into English and Spanish as a printed hard copy, and available for universal translation via the Website. Ultimate Users could use the information provided in these materials to obtain Sharps Mail-Back Packages from MED-Project prior to an In-Scope Purchase.

Public Service Announcements used various forms of media, including video, audio, and static images to promote the proper and safe disposal of Home-Generated Sharps Waste. 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 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 sharps disposal, sharps prescription, sharps prices, sharps purchases, and other sharps-related keywords. The campaign launched on January 1, 2023, and the results may be found in Section VIII.C. below, which discusses activity during the Reporting Period. The campaign was designed and run in such a way as 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 utilized a series of four educational videos for Point of Sale Sites and potential Point of Sale Sites to simplify outreach and communication and provide support in Program participation. MED-Project also utilized a third-party vendor to identify online Point of Sale Sites and contacted those online Point of Sale Sites about how to participate in the Program. MED-Project performed multiple presentations and outreach to Covered Entities and distributors regarding Point of Sale Site participation.

MED-Project performed outreach to household hazardous waste facilities in the State by notifying Local Agencies about the opportunity to receive reimbursement from MED-Project for the costs of transportation and disposal of Home-Generated Sharps Waste from household hazardous waste facilities.

During the Reporting Period, MED-Project also attended 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 about the safe disposal options available to Ultimate Users and shared information about how to request Sharps Mail-Back Packages.

MED-Project maintained an account management team that was dedicated to building and maintaining relationships with Point of Sale Sites and other stakeholders, such as Covered Entities and distributors, both at a corporate and individual site level. This team also managed in-person and virtual meetings and presentations with decision-makers at Point of Sale Sites, and other stakeholders, such as Covered Entities and distributors, to promote the Program. MED-Project conducted outreach over 14,500 times via multiple methods, including sending over 1,800 letters, sending over 9,700 emails, placing over 900 phone calls, and conducting over 2,100 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 Point of Sale Sites 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 conducted an email campaign to Health Care Providers (“HCPs”) in California. Following an assessment of the 2022 HCP campaign and its outcomes, MED-Project adjusted its strategy for the 2023 HCP campaign to prioritize email outreach, aiming to expand engagement with a larger number of HCPs.

The HCP campaign ran from November 2, 2023, to December 4, 2023, with email deployments reaching 24,000 HCPs twice each. The email campaign provided the HCPs with information regarding safe and free disposal options for their patients. Emails containing information on the MED-Project Program were opened 3,468 times. The HCP campaign was evaluated through standard marketing metrics and through the results of the awareness survey.

As demonstrated by the awareness survey, 27% of Sharps users in California have seen ads or information regarding Sharps disposal at their HCP office. The performance of the HCP campaign and the results of the awareness survey provided below indicate that there is broad agreement that Sharps disposal programs are handled safely and securely, that the program makes it easy to dispose of used or unwanted sharps, that the program is convenient, that the program has clear instructions for usage, and that the program is accessible to everyone.

MED-Project also distributed a press release informing the public at large about the approval of the 2022 Revised Annual Report for Home-Generated Sharps Waste. 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 evaluated the below metrics for evaluating the comprehensive education and outreach program performance as discussed in Section 11 of the Approved Plan.

Education and Outreach Overall Program Awareness

- Awareness: 84% of respondents surveyed are aware of the Sharps disposal options in California.
- Accessibility: 55% of respondents surveyed found the Sharps disposal programs available and accessible to everyone.
- Ease of use: 64% of respondents surveyed found the Sharps disposal program easy to use.

Education and Outreach Program Participation

- Number of visits to the Website: 152,095
 - o 25,171 visits to the Find a Location page.
 - o 53,798 visits to the Mail-Back Services page.
- Number of visits to the coordinated website: 7,204
 - o 4,708 visits to the MED-Project Mail-Back Services page through the coordinated website.
- Number of calls to the Call Center: 4,164

Education and Outreach Media

- Reach relative to the estimated Sharps user, aged 18 and over, population:
 - o Statewide Campaign 1/1/2023 – 2/27/2023: 48%
- Per-campaign impressions:
 - o Statewide Campaign:
 - Digital display media campaign: 940,818 impressions
 - Social media campaign: 538,479 impressions
 - o Healthcare providers:
 - Email blasts: 48,000 total emails sent
- Number of media placements:
 - o Statewide digital display campaign – English: Ran from January 1 to February 27, 2023.
 - o Statewide digital display campaign – Spanish: Ran from January 1 to February 27, 2023.

For digital media, media placements are considered the number of impressions. The list of daily digital media impressions is provided in an accessible spreadsheet attached in the submission of this Annual Report. See Attachment B for the number of impressions by day.

- Number of visits to the Website: 152,095
- Number of calls to the Call Center: 4,164

Education and Outreach General Statistical Data

- Printable materials and signage distributed to Point of Sale Sites, hospitals, Pharmacies, and other locations:
 - o 79,500 brochures (49,850 English, 29,650 Spanish)
- The outreach effort to HCPs to inform Ultimate Users of the opportunity to order a Sharps Mail-Back Package:
 - o Email deployments reaching 24,000 HCPs twice each, for a total of 48,000 emails sent.
- Through the Point of Sale Sites, there were over 3,100,000 times that Ultimate Users purchasing Sharps were provided information on the Program at the Point of Sale.

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. Metrics from the media campaign are reported below showing demonstrable reach of campaign messaging and substantive usage of campaign resources (i.e., Website and Call Center).

During the Reporting Period, MED-Project maintained a community feedback questionnaire on the community feedback page of the Website. MED-Project received 13 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 13 respondents, nine found Program services easy to use, while eight respondents found Program services easy to access. Four respondents indicated that the Program services were easy to locate, and 12 respondents indicated they preferred having Sharps Mail-Back Packages sent directly to their home addresses.

MED-Project took note of the results indicating that respondents did not find the disposal program easy to locate and is evaluating methods to improve the information related to this on the Website. Of the seven responses that indicated the program was not easy to locate, five occurred during the first quarter of the year, and feedback was generally more favorable toward the end of the Reporting Period. 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 sharps 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 outreach and education program on Program awareness are the number of visits to the Website and Call Center and media-based metrics. MED-Project measured 940,818 impressions (English and Spanish campaigns) from the digital display media campaign and 538,479 impressions from the social media campaign (English and Spanish campaigns). These campaigns were able to reach 48% of the State's estimated Sharps user population.

The outreach and education program demonstrated a high level of success in raising awareness about Sharps disposal options in California, with 92% of residents who have Sharps in their home having heard of at least one disposal method for Sharps. This overall awareness metric serves as a key indicator of the Program's effectiveness in reaching the public.

The survey also demonstrated that 27% of the population who use Sharps received information about Sharps disposal programs from a health care professional, while 26% received information about Sharps disposal programs from a pharmacist.

Ultimate User awareness is also developed at Point of Sale Sites. Ultimate Users are able to interact with personnel who can direct them towards the Program or provide more information. MED-Project operated the online ordering system at 4,253 Point of Sale Sites during the Reporting Period, and information on Program usage was provided at Point of Sale Sites over 3,100,000 times to Ultimate Users purchasing Sharps.

Program Usage

The survey findings on the Sharps disposal program usage demonstrate the effectiveness of the outreach and education program. The utilization rate of 33% of the Sharps user population who have heard of and used safe Sharps disposal options indicate a high engagement rate throughout the State. The 'likely to use a household hazardous waste facility in the future' (67%) and 'likely to use mail-back programs in the future' (50%) provides an indication of future potential use.

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 indicates that a user was looking to dispose of Home-Generated Sharps Waste through the Program. During the Reporting Period, MED-Project had 152,095 total visits to the Website, including 25,171 visits to the Find a Location page and 53,798 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 the Website and Call Center, are data points that can reflect the potential usage of the Program. During the Reporting Period, MED-Project received 4,164 calls to the Call Center.

The amount of Home-Generated Sharps Waste collected and disposed of in the State during the Reporting Period is one of the direct measures of how much the Program was utilized by Ultimate Users. This Annual Report also discusses the collection and disposal of Home-Generated Sharps Waste during the Reporting Period in Section III: Collection System. Another factor in Program usage is that when Ultimate Users visit a Point of Sale Site, they have the opportunity to interact with sites that can provide Ultimate Users with information about the Program. MED-Project operated the online ordering system at 4,253 Point of Sale Sites during the Reporting Period, indicating the extent of access and potential usage of the Program.

Accessibility

The metrics of accessibility in the California State Home-Generated Sharps Waste 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 (64%), safe handling (67%), convenience (60%), and availability and accessibility to everyone (55%). These metrics reflect the perceived ease of use, safety, and convenience associated with the Home-Generated Sharps Waste program. 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 demographics with 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 information about the safe disposal of Sharps, requesting Sharps 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 the above 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 through 4,253 Point of Sale Sites that had access to the online ordering system during the Reporting Period. This allowed Ultimate Users many opportunities to interact with Point of Sale Sites for additional information about the Program. MED-Project also conducted an outreach campaign, generating over 48,000 impressions, specifically targeted at informing health care providers that Ultimate Users can request Sharps Mail-Back Packages through the Program prior to making an In-Scope Purchase at the Point of Sale. In addition, MED-Project distributed a total of 79,500 brochures to various locations including Point of Sale Sites, hospitals, and Pharmacies, among other locations. Additionally, Ultimate Users purchasing Sharps received information about the Program at the Point of Sale over 3,100,000 times.

IX. Participating Covered Entities and Their Covered Products

PRC Section 42033.2 (b)(1): "A list of covered entities participating in the stewardship organization."

PRC 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 18973.5 (j): "Covered Entities. Participating covered entities covered by the stewardship plan and their contact information, including, but not limited to, the following:

- (1) *Name of covered entity*
- (2) *Mailing and physical address*
- (3) *Contact name and title*
- (4) *Email address”*

Regulation Section 18973.5 (k): *”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.”*

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

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 D: List of Covered Products.

X. Selection of Service Providers

Regulation Section 18973.5 (l): *”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 18973.5 (m): *“Description of any grants, loans, sponsorships, reimbursements, or other incentives provided, as applicable.”*

There were no grants, loans, or sponsorships provided during the Reporting Period. MED-Project received 351 requests for reimbursement from Local Agencies and provided 351 reimbursements to Local Agencies for household hazardous waste sites during the Reporting Period. See Section XV of this Annual Report for additional information on reimbursement requests.

XII. Staffing Changes

Regulation Section 18973.5 (n): *“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. Coordination

Regulation Section 18973.5 (o): *“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 home-generated sharps waste are in operation concurrently or new stewardship programs begin operating.”*

MED-Project met Approved Plan obligations to coordinate under Regulation 18973.2(k) by agreeing to terms of coordination with the Drug Take-Back Solutions Foundation (“Foundation”) on March 3, 2023. MED-Project was notified by CalRecycle on March 22, 2023, that UltiMed, Inc. had withdrawn as a program operator.

MED-Project reached out to the Foundation on June 19, 2023, about developing a neutrally branded unique Stewardship Program website. MED-Project began work in September 2023 to coordinate to develop a neutrally branded unique Stewardship Program website and a neutrally branded toll-free telephone number to serve as a combined call center directory to distribute calls from Ultimate Users to all approved Program Operators. MED-Project met with the Foundation routinely during website development. The neutrally branded unique Stewardship Program website and neutrally branded toll-free telephone number launched on October 26, 2023.

XIV. Annual Program Expenses

Regulation Section 18973.5 (q): “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: \$0
- Costs of collection, transportation, and disposal of covered products: \$4,211,467
- Administrative costs: \$511,817
- Education and outreach costs: \$755,598
- Costs related to grants, loans, sponsorships, or other incentives as part of program implementation: \$0
- Departmental administrative fee costs: \$974,182

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

XV. Local Agency Requests

Regulation Section 18973.5 (p): “Local Agency Requests. For each local agency that has requested removal or reimbursement, pursuant to the requirements in subsection (1)(F)(ii) of subdivision (d) of section 42032.2 of the Public Resources Code, provide details including, but not limited to:

- (1) Name of local agency, or agent acting on behalf of the local agency.
- (2) For each household hazardous waste facility:
 - (a) Facility location
 - (b) Reimbursement payment amount, as applicable
 - (c) Amount of home-generated sharps waste collected, as required in the stewardship plan pursuant to section 18973.3(f)(8)
- (3) Any requests that were rejected and the reason(s) each request was rejected.
- (4) Any requests where response, removal, or reimbursement was performed outside of the timelines specified in section 18973.3(g)(2).”

MED-Project received 351 requests for reimbursement from Local Agencies during the Reporting Period. MED-Project provided reimbursement for all of those 351 requests for

reimbursement during the Reporting Period. A full list of requests for reimbursement is provided in an accessible spreadsheet attached to this Annual Report. See Attachment E: Local Agency Requests. MED-Project did not reject any requests for reimbursement during the Reporting Period. MED-Project responded to all Local Agency requests within 14 days and issued reimbursement to all Local Agencies within 45 days of receipt of an invoice during the Reporting Period. MED-Project reimbursed Local Agencies a total of \$484,327.25 for the collection of a total of 306,019.2 pounds of Home-Generated Sharps Waste.

XVI. Plan Compliance

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

Regulation Section 18973.5 (r): “State Agency Determinations pursuant to section 42032.2(d)(1)(B) 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(d)(1)(B) during the Reporting Period.

Appendix A

Plan Exception Report

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

Event 1

Description: During the Reporting Period, there was a small proportion of residential Sharps Mail-Back Package requests where delivery was disrupted. Of the total residential requests of Sharps Mail-Back Packages, excluding Sharps Mail-Back Packages that were provided at the Point of Sale, approximately 0.27% were delivered after five business days. Additionally, approximately 0.28% of requests were undeliverable or refused by the Ultimate User, approximately 0.56% of requests were cancelled, and approximately 0.28% of shipments were lost while in the Carrier's custody. Shipments may have been disrupted for a number of reasons, including the following: the shipment was not scanned by the Carrier at the time of delivery, inaccurate shipping information was provided by the Ultimate User, the Ultimate User rejected the delivery, the Carrier lost the package while in transit, the Carrier failed to deliver the shipment on time, the shipment label was not readable due to a printer malfunction, the Carrier experienced a warehouse access interruption, or other system processing errors.

Event 2

Description: During the Reporting Period, there were three events involving Point of Sale Sites or Ultimate Users where they were temporarily unable to request Sharps Mail-Back Packages using the online ordering system and Website. In each event, functionality was restored within a short period of time and replacement requests were successfully placed for Point of Sale Sites and Ultimate Users.

Event 3

Description During the Reporting Period, there was one Point of Sale Site (the "Site") which executed an agreement to provide Sharps Mail-Back Packages that did not receive Sharps Mail-Back Packages. State Board records indicate that the Site's State Board license was cancelled approximately 10 days after signing the agreement to distribute Sharps Mail-Back Packages as a Point of Sale Site.

Appendix B

Electronic Examples of Promotional Marketing Materials

WHAT SHOULD YOU DO WITH YOUR SHARPS?

SAFELY DISPOSE OF SHARPS

SHARPS DISPOSAL



ACCEPTED:
Sharps such as hypodermic needles, pen needles, intravenous needles, lancets, and other devices that are used to penetrate the skin for the delivery of medications, contained in U.S. Food and Drug Administration-cleared sharps containers.

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



NOT ACCEPTED:
Controlled substances (such as opioids), unwanted medicine separate from sharps, batteries, illicit or illegal drugs, and biologics (such as insulin).

SHARPS USAGE **SAFE DISPOSAL INFORMATION** **MAIL-BACK SERVICES**

Safely disposing of home-generated used sharps is important. Sharps that are not disposed of safely may cause injury.

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



MED-Project[®]
Medication Education & Disposal
www.med-project.org



ENGLISH USA.BR.02121101.SCA.01.0117.01.00

Figure 1: Example of Reporting Period Brochure (English-Front) May 2023

DISPOSAL OF HOUSEHOLD SHARPS

1 SHARPS USAGE

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



2 SAFE DISPOSAL INFORMATION

Place all sharps in a sharps disposal container immediately after they have been used. This will reduce the risk of needle sticks, cuts, and punctures from sharps. **Never place sharps in a trash, recycling, or green waste container. Never flush sharps down the drain or toilet.**



3 MAIL-BACK SERVICES

Mail-Back Services are available in your area. To order a Mail-Back package, visit the Mail-Back section of www.med-project.org.



DISPOSAL OF HOUSEHOLD SHARPS

Sharps can be dangerous to people and pets if not disposed of safely. Sharps can cause injuries and/or spread infections that cause serious health conditions. These infections may include: **Hepatitis B (HBV), Hepatitis C (HCV), and Human Immunodeficiency Virus (HIV).**

Safe sharps disposal is important whether you are at home, at work, at school, traveling, or in other public places such as hotels, parks, and restaurants. Pet owners who use needles to give medicine to their pets should follow the same sharps disposal guidelines used for humans.

SHARPS DISPOSAL CONTAINERS

All sharps disposal containers should be made of heavy-duty plastic; able to close with a tight-fitting, puncture resistant lid without sharps being able to come out; upright and stable during use; leak-resistant; and properly labeled as "sharps waste" or with the biohazard symbol and the word "BIOHAZARD".



Place all sharps in a sharps disposal container immediately after they have been used. This will reduce the risk of needle sticks, cuts, and punctures from sharps. Sharps disposal containers should be kept out of reach of children and pets.

DO NOT REUSE SHARPS DISPOSAL CONTAINERS

Figure 2: Example of Reporting Period Brochure (English-Back) May 2023

¿QUÉ SE DEBE HACER CON LOS OBJETOS PUNZANTES?

ELIMINACIÓN SEGURA DE OBJETOS PUNZANTES

ELIMINACIÓN DE OBJETOS PUNZANTES



ACEPTADO:

Objetos punzantes como agujas hipodérmicas, agujas para pluma, agujas intravenosas, lancetas y otros dispositivos utilizados para penetrar la piel con el fin de administrar medicamentos, contenidos en los contenedores para objetos punzantes autorizados por la Administración de Drogas y Alimentos de EE. UU.

Separe y elimine cualquier artículo que no sea aceptado antes de desecharlo.



NO ACEPTADO:

Sustancias controladas (como los opioides), medicamentos no deseados aparte de los objetos punzantes, pilas, drogas ilícitas o ilegales y productos biológicos (como la insulina).



USO DE OBJETOS PUNZANTES



INFORMACIÓN DE ELIMINACIÓN SEGURA



SERVICIOS DE DEVOLUCIÓN POR CORREO

Es importante deshacerse de manera segura de los objetos punzantes usados generados en el hogar. Los objetos punzocortantes que no se desechan de forma segura pueden causar lesiones.



Medication Education & Disposal

www.med-project.org



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



USA.BR.02.12H01.SCA.02.0117.01.00

SPANISH

Figure 3: Example of Reporting Period Brochure (Spanish-Front) May 2023

ELIMINACIÓN DE OBJETOS PUNZANTES DOMÉSTICOS

1 USO DE OBJETOS PUNZANTES

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



2 INFORMACIÓN DE ELIMINACIÓN SEGURA

Coloque todos los objetos punzantes en un contenedor para eliminación de objetos punzantes inmediatamente después de que se hayan utilizado. Esto reducirá el riesgo de pinchaduras con agujas, cortes y pinchazos con objetos punzantes. **Nunca coloque objetos punzantes en un contenedor de basura, reciclaje o desechos verdes. Nunca tire los objetos punzantes por el desagüe o el inodoro.**



3 SERVICIOS DE DEVOLUCIÓN POR CORREO

Los servicios de devolución por correo están disponibles en su área. Para ordenar un paquete de devolución por correo, visite la sección Devolución por correo de www.med-project.org.



ELIMINACIÓN DE OBJETOS PUNZANTES DOMÉSTICOS

Los objetos punzantes pueden ser peligrosos para las personas y los animales domésticos si no se eliminan de forma segura. Los objetos punzantes pueden provocar lesiones o diseminar infecciones que causan serias afecciones de salud. Entre estas infecciones se pueden encontrar las siguientes: **la Hepatitis B (VHB), la Hepatitis C (VHC) y el Virus de la Inmunodeficiencia Humana (VIH).**

La eliminación segura de los objetos punzantes es importante ya sea que se encuentre en su casa, en el trabajo, en la escuela, viajando o en otros espacios públicos como por ejemplo, hoteles, parques y restaurantes. Los dueños de animales domésticos que utilizan agujas para administrarles medicación deben seguir los mismos lineamientos para la eliminación de objetos punzantes que los utilizados para los seres humanos.

CONTENEDORES PARA ELIMINACIÓN DE OBJETOS PUNZANTES

Todos los recipientes para desechar objetos punzantes deben estar hechos de plástico resistente y se deben poder cerrar con una tapa hermética. La tapa debe ser resistente a los pinchazos e impedir que salgan los objetos punzantes. Deben estar en posición vertical y ser estables durante el uso, resistentes a fugas y debidamente etiquetados como desecho de objetos punzantes o con el símbolo de riesgo biológico y con el mensaje **RIESGO BIOLÓGICO (BIOHAZARD)**.



Coloque todos los objetos punzantes en un contenedor para eliminación de objetos punzantes inmediatamente después de que se hayan utilizado. Esto reducirá el riesgo de pinchaduras con agujas, cortes y pinchazos con objetos punzantes. Los contenedores para eliminación de objetos punzantes deben mantenerse fuera del alcance de los niños y de los animales domésticos.

NO REUTILICE LOS CONTENEDORES PARA ELIMINACIÓN DE OBJETOS PUNZANTES

Figure 4: Example of Reporting Period Brochure (Spanish-Back) May 2023

Figure Description:

Figures showing the Brochure.

Figure 1 (Front page-English); Figure 2 (Back page, English); Figure 3 (Front page, Spanish); Figure 4 (Back page, Spanish)

Front Page:

Safely Dispose of Sharps

Safely disposing of home-generated used sharps is important. Sharps that are not disposed of safely may cause injury.

What Should You Do with Your Sharps?

Sharps Disposal

Accepted: Sharps such as hypodermic needles, pen needles, intravenous needles, lancets, and other devices that are used to penetrate the skin for the delivery of medications, contained in U.S. Food and Drug Administration-cleared sharps containers.

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

Not Accepted: Controlled substances (such as opioids), unwanted medicine separate from sharps, batteries, illicit or illegal drugs, and biologics (such as insulin).

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

Back Page:

Disposal of Household Sharps

1. Sharps Usage

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

2. Safe Disposal Information

Place all sharps in a sharps disposal container immediately after they have been used. This will reduce the risk of needle sticks, cuts, and punctures from sharps.

Never place sharps in the trash, recycling, or green waste container. Never flush sharps down the drain or toilet.

3. Mail-Back Services

Mail-Back Services are available in your area. To order a Mail-Back package, visit the Mail-Back section of www.med-project.org.

Sharps can be dangerous to people and pets if not disposed of safely. Sharps can cause injuries and/or spread infections that cause serious health conditions. These infections may include: Hepatitis B (HBV), Hepatitis C (HCV), and Human Immunodeficiency Virus (HIV).

Safe sharps disposal is important whether you are at home, at work, at school, traveling, or in other public places such as hotels, parks, and restaurants. Pet owners who use needles to give medicine to their pets should follow the same sharps disposal guidelines used for humans.


Sharps Disposal Containers

All sharps disposal containers should be made of heavy-duty plastic; able to close with a tight-fitting, puncture resistant lid without sharps being able to come out; upright and stable during use; leak-resistant; and properly labeled as “sharps waste” or with the biohazard symbol and the word “BIOHAZARD”.


Place all sharps in a sharps disposal container immediately after they have been used. This will reduce the risk of needle sticks, cuts, and punctures from sharps. Sharps disposal containers should be kept out of reach of children and pets.

Do Not Reuse Sharps Disposal Containers

MAIL-BACK PACKAGE IS FOR
SHARPS



MED-Project
Medication Education & Disposal



DISPOSAL OF HOUSEHOLD SHARPS:

- 1 SHARPS USAGE**
If there are specific instructions on the label, package or package insert, please follow those instructions.
- 2 SAFE DISPOSAL INFORMATION**
Place all sharps in a sharps disposal container immediately after they have been used. This will reduce the risk of needle sticks, cuts, and punctures from sharps.
Never place sharps in a trash, recycling, or green waste container. Never flush sharps down the drain or toilet.
- 3 MAIL-BACK SERVICES**
Mail-Back Services are available in your area. To order a Mail-Back package, visit the Mail-Back section of www.med-project.org.

NOTE: The following are not accepted in Sharps Mail-Back Packages: Controlled substances (such as opioids), unwanted medicine separate from sharps, batteries, illicit or illegal drugs, and biologics (such as insulin).

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

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




Figure 5: Example of Reporting Period Sharps Mail-Back Package Insert (English) May 2023

EL PAQUETE DE DEVOLUCIÓN POR CORREO SE UTILIZA PARA
OBJETOS PUNZANTES



NOTA: Los siguientes no se aceptan en los paquetes de devolución por correo de objetos punzantes: sustancias controladas (como los opioides), medicamentos no deseados aparte de los objetos punzocortantes, pilas, drogas ilícitas o ilegales y productos biológicos (como la insulina).

Separe y elimine cualquier artículo que no se acepte antes de desecharlo.

MED-Project[®]
 Medication Education & Disposal

Approved Drug Take-Back Program

ELIMINACIÓN DE OBJETOS PUNZANTES DOMÉSTICOS:

- 1 USO DE OBJETOS PUNZANTES**
 Si hay instrucciones específicas para la eliminación en la etiqueta, el paquete o el prospecto, siga esas instrucciones.
- 2 INFORMACIÓN DE ELIMINACIÓN SEGURA**
 Coloque todos los objetos punzantes en un contenedor para eliminación de objetos punzantes inmediatamente después de que se hayan utilizado. Esto reducirá el riesgo de pinchaduras con agujas, cortes y pinchazos con objetos punzantes.
Nunca coloque objetos punzocortantes en un contenedor de basura, reciclaje o desechos verdes. Nunca tire los objetos punzantes por el desagüe o el inodoro.
- 3 SERVICIOS DE DEVOLUCIÓN POR CORREO**
 Los servicios de devolución por correo están disponibles en su área. Para ordenar un paquete de devolución por correo, visite la sección Devolución por correo de www.med-project.org.

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



USA IN 02 121101 SCA 51 01 05 01 00

Figure 6: Example of Reporting Period Sharps Mail-Back Package Insert (Spanish) May 2023

Figure Description:

Figures showing the Sharps Mail-Back Insert

Figure 5 (English); Figure 6 (Spanish)

Description:

Mail-Back Package is for Sharps

NOTE: The following items are not accepted in Sharps Mail-Back Packages: Controlled substances (such as opioids), unwanted medicine separate from sharps, batteries, illicit or illegal drugs, and biologics (such as insulin).

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

Disposal of Household Sharps:

1. Sharps Usage: If there are specific instructions on the label, package, or package insert, please follow those instructions.
2. Safe Disposal Information: Place all sharps in a sharps disposal container immediately after they have been used. This will reduce the risk of needle sticks, cuts, and punctures from sharps. Never place sharps in the trash, recycling, or green waste container. Never flush sharps down the drain or toilet.
3. Mail-Back Services: Mail-Back Services are available in your area. To order a Mail-Back package, visit the Mail-Back section of www.med-project.org.

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

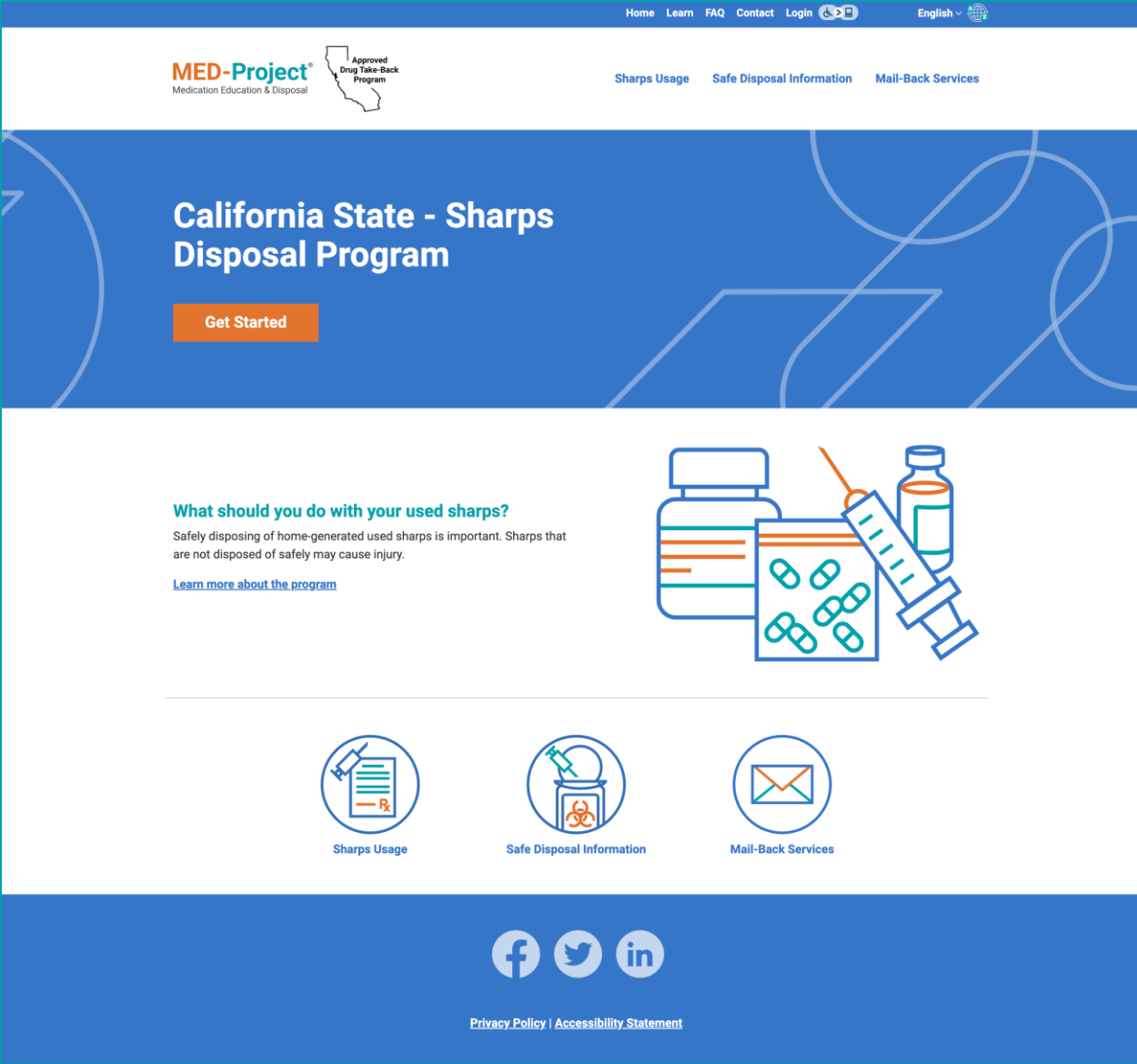


Figure 7: Website Home Page (December 2023)

Figure Description:

Figure showing the California State Website “Home” page: Figure 7

Description:

California State – Sharps Disposal Program

Get Started

What should you do with your used sharps?

Safely disposing of home-generated used sharps is important. Sharps that are not disposed of safely may cause injury.

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
- Login
- English (choice of language)
- Sharps Usage
- Safe Disposal Information
- Mail-Back Services
- Privacy Policy
- Accessibility Statement

Links to social media platforms:

- Facebook
- X, formerly known as Twitter/Instagram

Find A Location



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

Convenient Locations

Household Hazardous Waste sites offer safe, free, and convenient disposal of household sharps.

Please contact your local Household Hazardous Waste facility before your visit to obtain information about their hours of operation and to confirm that they accept household sharps.

Your Coverage Area

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

Starting Point Radius

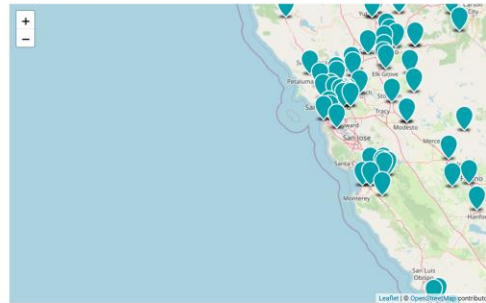
Zip Code 5 Miles

Zip Code

Filter Results

Select All

Sharps - HHW



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 Canby
- City of Scotts Valley
- City of Watsonville
- San Luis Obispo County

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

Location Information

City of Santa Maria Landfill 2065 E. Main Street Santa Maria, CA, 93454 Get Directions Website 8059250951e Services Provided ⓘ Sharps - HHW Hours of Operation Please contact location for hours of operation.	Health Sanitation Service 1850 W. Betteravia Road Buellton, CA, 93455 Get Directions Website (805) 242-7936 Services Provided ⓘ Sharps - HHW Hours of Operation Please contact location for hours of operation.
---	--

Load More Results



Sharps Usage



Safe Disposal Information



Mail-Back Services

Figure 8: 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 8

Description:

Find a Location

Convenient Locations

Household Hazardous Waste Sites offer household sharps waste take-back collection.

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 Point of Sale 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
- 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

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

Location Information (The user can browse nearby Point of Sale Sites).

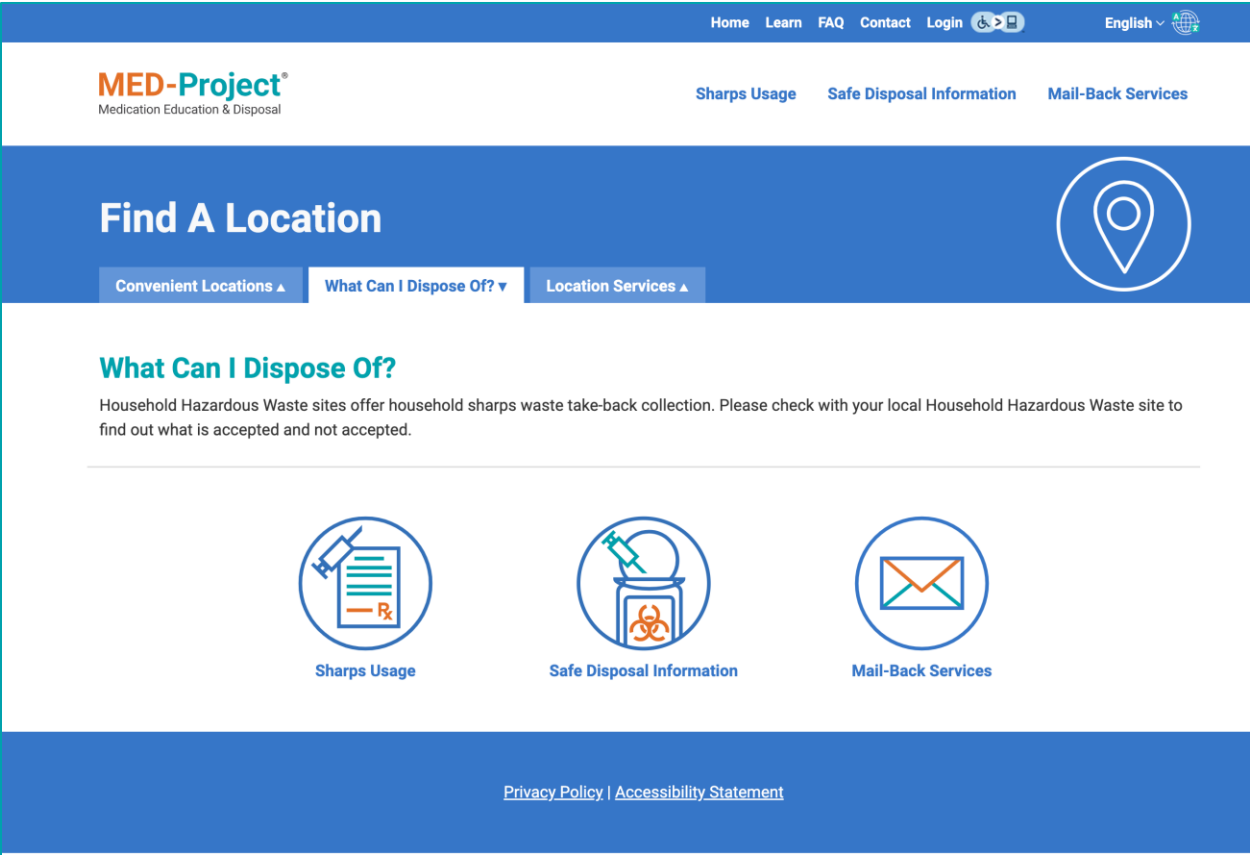


Figure 9: Website Find a Location Page-What Can I Dispose of? (December 2023)

Figure Description:

Figure showing the California State MED-Project Website “Find A Location” page, “What Can I Dispose of?” tab: Figure 9

Description:

What Can I Dispose Of?

Household Hazardous Waste Sites offer household sharps waste take-back collection. Please check with your local Household Hazardous Waste site to find out what is accepted and not accepted.

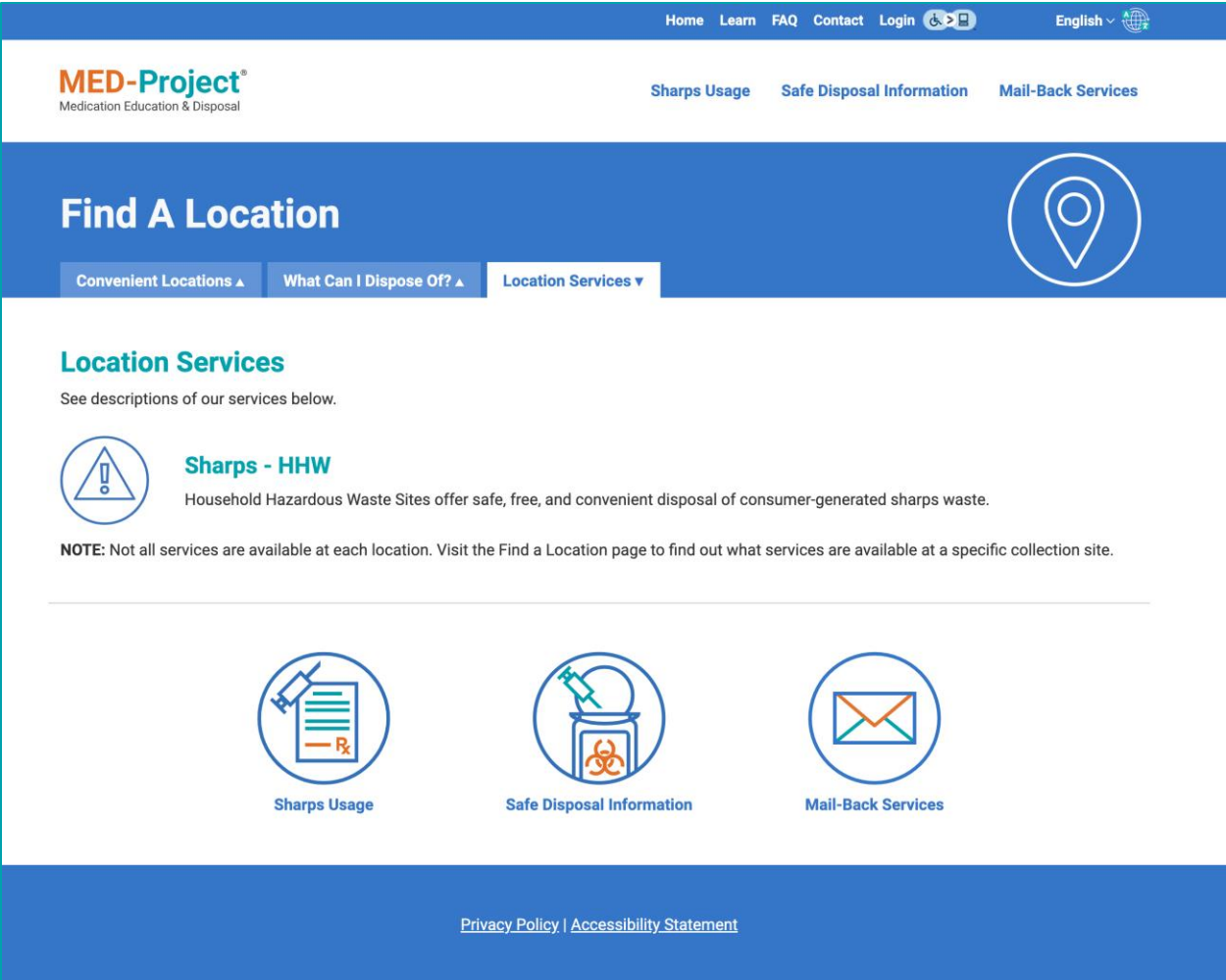


Figure 10: Website Find A Location Page-Location Services (December 2023)

Figure Description:

Figure showing the California State MED-Project Website “Find A Location” page, “Location Services” tab: Figure 10

Description:

Find A Location

Location Services

See descriptions of our services below.

Sharps – HHW

Household Hazardous Waste Sites offer safe, free and convenient disposal of consumer generated sharps waste.

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.

Mail-Back Services



Mail-Back Services for sharps are available to all residents upon request.

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.

* Required field

Contact Information

First Name* Last Name*

Email

Address*

Apt #, Building #, Suite #

City* CA Zip Code*

Continue

Accepted Sharps

Accepted:

Sharps (such as hypodermic needles, pen needles, pre-loaded sharps, auto-injectors, intravenous needles, lancets and other devices used to penetrate the skin for drawing blood, or for the delivery of medications) contained in U.S. Food and Drug Administration-cleared sharps containers are accepted.

Not Accepted:

- Controlled substances (such as opioids)
- Unwanted medicine separate from sharps
- Batteries
- Illicit or illegal drugs
- Biologics (such as insulin)

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

[View Sharps Mail-Back Insert](#)

[View Disposal of Household Sharps Flyer](#)



Sharps Usage



Safe Disposal Information



Mail-Back Services

Figure 11: Website Mail-Back Services Page (December 2023)

Figure Description:

Figure showing the California State MED-Project “Mail-Back Services” page: Figure 11

Description:

Mail-Back Services

Mail-Back Services for sharps are available to all residents upon request.

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. (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

Sharps Usage Safe Disposal Information 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 and sharps.

Medicine helps treat diseases, manages chronic conditions, and improves health and well-being for millions of Americans. It is important that patients use their sharps as directed by their health care provider and as indicated on the label or packaging.

Safely disposing of household sharps is important. Sharps that are not disposed of safely may cause injury. Always be sure to store sharps securely to prevent accidental sticks or misuse by others, especially children, and dispose of sharps safely.




For more information on safe disposal, visit [Safe Disposal Information](#).

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

- 
Brochure – Sharps Program
[View Brochure Content](#)
- 
Frequently Asked Questions
[View our FAQs](#)
- 
Video Public Service Announcement (PSA) – Sharps 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

- 
Sharps Usage
- 
Safe Disposal Information
- 
Mail-Back Services

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

Figure 12: Website Learn Page (December 2023)

Figure Description:

Figure showing the California State MED-Project “Learn” page: Figure 12

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, manages chronic conditions, and improves health and well-being for millions of Americans. It is important that patients use their sharps as directed by their health care provider and as indicated on the label or packaging.

Safely disposing of home-generated used sharps is important. Sharps that are not disposed of safely may cause injury. For more information on safe disposal, visit [Safe Disposal Information](#).

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 – Sharps Program
- Frequently Asked Questions
- Video Public Service Announcement (PSA) – Sharps 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

About English



MED-Project[®]
Medication Education & Disposal

Local Agency HHW Registration



MED-Project will provide reimbursement to any facility operated by a local agency that is properly authorized to accept and manage home-generated sharps waste as part of a household hazardous waste collection program. Services are eligible for reimbursement if the cost is incurred after September 5, 2022. MED-Project will respond to requests for reimbursement within 14 days and remit payment within 45 days of receiving the request form and invoice. If you have any questions, please contact us at (833) 633-7765 or email at california@med-project.org.

Registration Info

Register Now

After registering with MED-Project, you may submit a request for reimbursement, including an invoice that includes all eligible costs.

Already Registered? Login Below

Email Address

Password

Remember Me

Log In

[Lost Password?](#)

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

© 2024 MED-Project LLC | All rights reserved.

Figure 13: Website Local Agency HHW Registration (December 2023)

Figure Description:

Figure showing the California State MED-Project “Local Agency HHW Registration”:
Figure 13

Description:

MED-Project will provide reimbursement to any facility operated by a local agency that is properly authorized to accept and manage home-generated sharps waste as part of a household hazardous waste collection program. Services are eligible for reimbursement if the cost is incurred after September 5, 2022. MED-Project will respond to requests for reimbursement within 14 days and remit payment within 45 days of receiving the request form and invoice. If you have any questions, please contact us at (833) 633-7765 or email at california@med-project.org.

After registering with MED-Project, you may submit a request for reimbursement, including an invoice that includes all eligible costs.

(Local agencies operating a household hazardous waste facility can enter their contact information in a web form to register to submit requests for reimbursement.)

Home Learn FAQ Contact Login English



MED-Project
Medication Education & Disposal

[Sharps Usage](#)
[Safe Disposal Information](#)
[Mail-Back Services](#)

Brochure



Outreach and Education

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

Safely Dispose of Sharps

Safely disposing of home-generated used sharps is important. Sharps that are not disposed of safely may cause injury.

What Should You Do With Your Sharps?

Sharps Disposal

Accepted: Sharps such as hypodermic needles, pen needles, intravenous needles, lancets, and other devices that are used to penetrate the skin for the delivery of medications, contained in U.S. Food and Drug Administration-cleared sharps containers.

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

Not Accepted: Controlled substances (such as opioids), unwanted medicine separate from sharps, batteries, illicit or illegal drugs, and biologics (such as insulin).

Disposal of Household Sharps

Sharps Usage

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

Safe Disposal Information

Place all sharps in a sharps disposal container immediately after they have been used. This will reduce the risk of needle sticks, cuts, and punctures from sharps.

Never place sharps in the trash, recycling, or green waste container. Never flush sharps down the drain or toilet.

Mail-Back Services

Mail-Back Services are available in your area. To order a Mail-Back package, visit the Mail-Back section of www.med-project.org.

Sharps can be dangerous to people and pets if not disposed of safely. Sharps can cause injuries and/or spread infections that cause serious health conditions. These infections may include: Hepatitis B (HBV), Hepatitis C (HCV), and Human Immunodeficiency Virus (HIV).

Safe sharps disposal is important whether you are at home, at work, at school, traveling, or in other public places such as hotels, parks, and restaurants. Pet owners who use needles to give medicine to their pets should follow the same sharps disposal guidelines used for humans.

Sharps Disposal Containers

All sharps disposal containers should be made of heavy-duty plastic; able to close with a tight-fitting, puncture resistant lid without sharps being able to come out; upright and stable during use; leak-resistant; and properly labeled as "sharps waste" or with the biohazard symbol and the word "BIOHAZARD".

Place all sharps in a sharps disposal container immediately after they have been used. This will reduce the risk of needle sticks, cuts, and punctures from sharps. Sharps disposal containers should be kept out of reach of children and pets.

Do Not Reuse Sharps Disposal Containers

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



[Sharps Usage](#)



[Safe Disposal Information](#)



[Mail-Back Services](#)

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

Figure 14: Website Brochure Page (December 2023)

52

Figure Description:

Figure showing the California State MED-Project “Brochure” page: Figure 14

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.

Safely Dispose of Sharps

Safely disposing of home-generated used sharps is important. Sharps that are not disposed of safely may cause injury.

What Should You Do With Your Sharps?

Sharps Disposal

Accepted: Sharps such as hypodermic needles, pen needles, intravenous needles, lancets, and other devices that are used to penetrate the skin for the delivery of medications, contained in U.S. Food and Drug Administration-cleared sharps containers.

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

Not Accepted: Controlled substances (such as opioids), unwanted medicine separate from sharps, batteries, illicit or illegal drugs, and biologics (such as insulin).

Disposal of Household Sharps

Sharps Usage

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

Safe Disposal Information

Place all sharps in a sharps disposal container immediately after they have been used. This will reduce the risk of needle sticks, cuts, and punctures from sharps.

Never place sharps in the trash, recycling, or green waste container. Never flush sharps down the drain or toilet.

Mail-Back Services

Mail-Back Services are available in your area. To order a Mail-Back package, visit the Mail-Back section of www.med-project.org.

Sharps can be dangerous to people and pets if not disposed of safely. Sharps can cause injuries and/or spread infections that cause serious health conditions. These

infections may include: Hepatitis B (HBV), Hepatitis C (HCV), and Human Immunodeficiency Virus (HIV).

Safe sharps disposal is important whether you are at home, at work, at school, traveling, or in other public places such as hotels, parks, and restaurants. Pet owners who use needles to give medicine to their pets should follow the same sharps disposal guidelines used for humans.

Sharps Disposal Containers

All sharps disposal containers should be made of heavy-duty plastic; able to close with a tight-fitting, puncture resistant lid without sharps being able to come out; upright and stable during use; leak-resistant; and properly labeled as “sharps waste” or with the biohazard symbol and the word “BIOHAZARD”.

Place all sharps in a sharps disposal container immediately after they have been used. This will reduce the risk of needle sticks, cuts, and punctures from sharps. Sharps disposal containers should be kept out of reach of children and pets.

Do Not Reuse Sharps Disposal Containers

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

[Home](#) [Learn](#) [FAQ](#) [Contact](#) [Login](#) [English](#)

[Sharps Usage](#) [Safe Disposal Information](#) [Mail-Back Services](#)

Media Announcement

**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 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 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, 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.

###

[Download as PDF](#)

Sharps Usage

Safe Disposal Information

Mail-Back Services

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

Figure 15: Website Media Announcement Page (December 2023)

Figure Description:

Figure showing the California State MED-Project “Media Announcement” page: Figure 15

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 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 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, 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.

(A link to download the press release)

ANNOUNCEMENT

December 5, 2022

MED-PROJECT RECEIVES APPROVAL FROM CALRECYCLE OF FIRST ANNUAL REPORT FOR SHARPS TAKE-BACK PROGRAM

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 for the Home Generated Sharps Waste Program on November 15, 2022.

MED-Project's program for sharps disposal began operations under the authority of the California Department of Resources Recycling and Recovery (CalRecycle) on December 9, 2021 and has successfully achieved required milestones to be fully operational. Continued outreach is focused on retailers that sell sharps to California consumers, working with retailers to use the MED-Project ordering system when selling sharps to California consumers, informing healthcare providers about this important program for their patients, and consumer education regarding the appropriate use, secure storage, and safe disposal of household sharps.

This free statewide program helps California residents dispose of sharps safely and conveniently.

Retailers that provide sharps to consumers can participate in the free program by visiting www.med-project.org/sharpsca to complete the sign-up process on MED-Project's online ordering system. Retailers with questions can email MED-Project at california@med-project.org, or contact the 24/7 toll-free help desk at 1-(833) MED-PROJECT / 1-(833) 633-7765.

Contacts: Kim Coutts, (619) 677-5885, kim@civilian.com
Maureen Smith, (833) MED-PROJECT or (833) 633-7765, outreach@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.

(A link to download the announcement)

PRESS RELEASE
FOR IMMEDIATE RELEASE

Media Contacts:

Kim Coutts
Civilian

(619) 677-5885
kim@civilian.com
Maureen Smith
MED-Project
(833) MED-PROJECT / (833) 633-7765
maureen@med-project.org

MED-PROJECT LAUNCHING SAFE, FREE, AND CONVENIENT HOUSEHOLD SHARPS TAKE-BACK PROGRAM

CVS Pharmacy, Rite Aid and Walgreens already enrolled; additional pharmacies, healthcare providers, and retailer sites currently signing up

Sacramento, October 5, 2022 – California residents who rely on syringes and injectable pharmaceutical products to treat health conditions now have access to MED-Project’s free, statewide program to safely dispose of household sharps. Major pharmacy chains across the state already offer this free consumer service through an easy-to-use online ordering system. This program launch follows the passage of the 2018 California Senate Bill 212. MED-Project’s program may benefit pharmacies and other sharps retailers by increasing customer loyalty and foot traffic into stores and creating return business.

“This newly launched sharps take-back program that provides mail-back packages to consumers is free and easy for retailers to provide, convenient for their customers, and valuable to the community,” said Dr. Victoria Travis, National Program Director for MED-Project. “We are encouraging sharps users across California to ask their local pharmacies and health care providers about this new, free service.”

MED-Project is an experienced leader in household sharps and medication take-back programs. This program is free for sharps retailers and their customers and completing the retailer sign-up process to use MED-Project’s online ordering system is quick and easy. Retailers are already pre-enrolled, and simply need to visit www.med-project.org/sharpsca to fill in their facility National Provider Identifier (NPI) and contact information to finish activating their online account. Once a retailer completes the sign-up process for their online account, MED-Project handles all the details, including the distribution of materials to retailers and customers, program operation, safe and secure disposal, consumer education and outreach, and compliance with state and federal regulations.

Retailers with questions can email MED-Project at california@med-project.org or contact the 24/7 toll-free help desk at (833) MED-PROJECT / (833) 633-7765.

In December of 2021, MED-Project began implementing this important program for Californians under the oversight of the California Department of Resources Recycling and Recovery (CalRecycle).

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 available services, please contact MED-Project at (844) MED-PROJECT / (844) 633-7765 (TTY: 711) or visit www.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 complaint 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.

(A link to download the press release)

Home Learn FAQ Contact Login English


MED-Project®
Medication Education & Disposal

Sharps Usage Safe Disposal Information Mail-Back Services

Signage


This location offers Free Sharps Mail-Back Packages with your sharps purchase. www.MED-Project.org 1(855)633-7765 TTY (711)

This location offers **FREE Sharps Mail-Back Packages** with your sharps purchase.



www.MED-Project.org 1 (855) 633-7765 | TTY (711)

Safely Dispose of Sharps



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

MED-Project®
Medication Education & Disposal

Approved Drug Take-Back Program

Sharps Usage Safe Disposal Information Mail-Back Services

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

Figure 16: Website Signage Page (December 2023)

Figure Description:

Figure showing the California State MED-Project “Signage” page: Figure 16

Description:

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

This location offers Free Sharps Mail-Back Packages with your sharps purchase.
www.MED-Project.org 1(855)633-7765 TTY (711)

Safely Dispose of Sharps

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

Home Learn FAQ Contact Login English

MED-Project[®]
Medication Education & Disposal

Sharps Usage Safe Disposal Information Mail-Back Services

COMMUNITY FEEDBACK QUESTIONNAIRE

* required

Please identify your role *
Please select...

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 securely store and safely dispose of unwanted or used sharps? *

Yes
 No
 Don't Know

Have you used MED-Project sharps disposal services such as free mail-back packages to dispose of unwanted or used sharps this past year? *

Yes
 No
 Don't Know

Please indicate how well you feel each following phrase describes the sharps disposal program 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 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

How did you hear about us? *
Please select...

SPAM Check: 1 + 3 =

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

© 2023 MED-Project LLC | All rights reserved.

Figure 17: Website Community Feedback Questionnaire Page (December 2023)

Figure Description:

Figure showing the California State MED-Project “Community Feedback Questionnaire” page: Figure 17

Description:

Community Feedback Questionnaire


What is your Role? (The user has the option to enter whether they are a resident, health care provider, law enforcement agency, or regulatory agency and receive a community feedback questionnaire)

Home Learn FAQ Contact Login English

MED-Project[®]
Medication Education & Disposal

Sharps Usage Safe Disposal Information Mail-Back Services

Contact



Residents

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

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

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

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

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

Sharps Producers

If you are a sharps producer or a producer of medications usually injected outside of a healthcare setting and sold in the jurisdiction and are interested in participating in a MED-Project Product Stewardship Plan, please contact:

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

Local Agencies and Points of Sale

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 participating location](#)

[Click here to register and receive reimbursement](#) for sharps waste disposal collected at local household hazardous waste facilities.

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 Sharps 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

Local Agencies and Points of Sale


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

If you are a retail pharmacy and would like to distribute Mail-Back Packages, please [login or create an account](#).


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

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.



Sharps Usage



Safe Disposal Information



Mail-Back Services

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

Figure 18: Website Contact Page (December 2023)

Figure Description:

Figure showing the California State MED-Project “Contact” page: Figure 18

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.

Local Agencies and Points of Sale

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

Click here:

Learn more about becoming a participating location

Click here to register and receive reimbursement for sharps waste disposal collected at local household hazardous waste facilities.

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 Sharps 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

Local Agencies and Points of Sale

Login to your account to order brochures.

If you are a retail pharmacy and would like to distribute Mail-Back Packages, please login or create an account.

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

Sharps Producers



If you are a sharps producer or a producer of medications usually injected outside of a healthcare setting and sold in the jurisdiction and are interested in participating in a MED-Project Product Stewardship Plan, please contact:

Phone: 1 (202) 495-3131

Email: compliance@med-project.org

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

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







Home Learn FAQ Contact Login  English 

MED-Project[®]
Medication Education & Disposal










Sharps Usage Safe Disposal Information 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? 
- What should I do if I think I or someone in my household has been stuck by a used sharp? 
- Where can I find information about California's Prop 65? 

Sharps Program Questions


- Whom should I call with a question about my sharps? 
- Where can I find information about the safe storage of sharps? 
- How do I dispose of my used sharps? 
- How can I get mail-back packages or services? 
- Will it cost me anything to dispose of my used sharps? 
- Can I flush my sharps down the toilet? 
- Where else can I find information about the safe disposal of used sharps? 
- What is recommended for safe disposal of sharps in California? 
- I have a question not answered by this website. Is there someone I can contact with a question about MED-Project? 



Sharps Usage



Safe Disposal Information



Mail-Back Services

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

Figure 19: Website Frequently Asked Questions Page (December 2023)

Figure Description:

Figure showing the California State MED-Project “Frequently Asked Questions” page:
Figure 19

Description:

Frequently Asked 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?
- What should I do if I think I or someone in my household has been stuck by a used sharp?
- Where can I find information about California's Prop 65?
- Sharp Program Questions
- Whom should I call with a question about my sharps?
- Where can I find information about the safe storage of sharps?
- How do I dispose of my used sharps?
- How can I get mail-back packages or services?
- Will it cost me anything to dispose of my used sharps? Can I flush my sharps down the toilet?
- Where else can I find information about the safe disposal of used sharps?
- What is recommended for safe disposal of sharps in California?
- I have a question not answered by this website. Is there someone I can contact with a question about MED-Project?

Sharps Usage



Sharps is a medical term for devices with sharp points or edges that can puncture or cut skin. They may be used at home, at work, and while traveling to manage the medical conditions of people or their pets, including allergies, arthritis, cancer, diabetes, hepatitis, HIV/AIDS, infertility, migraines, multiple sclerosis, osteoporosis, blood clotting disorders, and psoriasis.

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

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



Sharps Usage



Safe Disposal Information



Mail-Back Services

Figure 20: Website Sharps Usage Page (December 2023)



Figure Description:

Figure showing the California State MED-Project Sharps Usage page: Figure 20

Sharps is a medical term for devices with sharp points or edges that can puncture or cut skin. They may be used at home, at work, and while traveling to manage the medical conditions of people or their pets, including allergies, arthritis, cancer, diabetes, hepatitis, HIV/AIDS, infertility, migraines, multiple sclerosis, osteoporosis, blood clotting disorders, and psoriasis.

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

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

Home Learn FAQ Contact Login  English 

MED-Project[®]
Medication Education & Disposal

Sharps Usage Safe Disposal Information Mail-Back Services

Safe Disposal Information

Safely disposing of household sharps is important. Sharps that are not disposed of safely may cause injury.

Place all sharps in a sharps disposal container immediately after they have been used. This will reduce the risk of needle sticks, cuts, and punctures from sharps.


Never place sharps in trash, recycling, or green waste container. Never flush sharps down the drain or toilet. Doing so may put waste management and sewage workers, custodians, housekeepers, household members, and children at risk of being harmed.

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


Use sharps disposal containers specifically rated for sharps or other containers approved for use in your location. Examples of other containers may include rigid containers made of heavy-duty plastic, sealable with a tight-fitting lid and puncture resistant. Do not use lightweight plastic, glass, cardboard, or paper containers.

Do Not Reuse Sharps Disposal Containers.


For more information on where to find drop-off locations for Household Hazard Waste disposal packages, visit the [Find a Location](#) page.



Sharps Usage



Safe Disposal Information



Mail-Back Services

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

Figure 21: Website Safe Disposal Information Page (December 2023)

Figure Description:

Figure showing the California State MED-Project “Safe Disposal Information” page:
Figure 21

Description:

Safe Disposal Information

Safely disposing of home-generated used sharps is important. Sharps that are not disposed of safely may cause injury.

Place all sharps in a sharps disposal container immediately after they have been used. This will reduce the risk of needle sticks, cuts, and punctures from sharps.

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

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

Use sharps disposal containers specifically rated for sharps or other containers approved for use in your location. Examples of other containers may include rigid containers made of heavy-duty plastic, sealable with a tight-fitting lid and puncture resistant. Do not use lightweight plastic, glass, cardboard, or paper containers.

Do Not Reuse Sharps Disposal Containers.

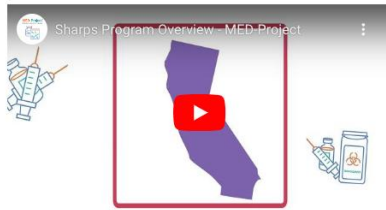
MED-Project's Take Back Programs



MED-Project Programs and YOU!

MED-Project makes it easy for your patients, customers, and community to safely dispose of their unwanted household sharps. As a participating location, MED-Project programs keep your site connected to your patients and customers. MED-Project makes household sharps disposal safe, free, and convenient.

Contact us today!



Program Overview: An overview of the State's requirements regarding educating the public and offering mail-back materials.



How to Participate: A detailed breakdown of what is involved in the Program and how to provide or initiate distribution of Sharps Mail-Back Packages, including the end-user experience and the responsibilities of the site.



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



Restocking Materials: A step-by-step walkthrough of how to maintain a supply of educational materials and/or Sharps Mail-Back Packages.

For more information on which Programs are offered in your area, and how to join as a trusted site, contact us today!

California Sharps Program
helpdesk@med-project.org
[Register for an Account](#)
[Already have an account? Login Here](#)



Sharps Usage



Safe Disposal Information



Mail-Back Services

Figure 22: Website Recruiting Page (December 2023)

Figure Description:

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

Description:

MED-Project’s Take-Back Programs

MED-Project Programs and YOU!

MED-Project makes it easy for your patients, customers, and community to safely dispose of their unwanted household sharps. As a participating location, MED-Project programs keep your site connected to your patients and customers. MED-Project makes household sharps disposal safe, free, and convenient.

Contact us today!

Four videos are available to view:

- Video 1 caption: Program Overview: An overview of the State’s requirements regarding educating the public and offering mail-back materials.
- Video 2 caption: Getting Started: A step-by-step walkthrough of the onboarding process.
- Video 3 caption: How to Participate: A detailed breakdown of what is involved in the Program and how to provide or initiate distribution of Sharps Mail-Back Packages, including the end-user experience and the responsibilities of the site.
- Video 4 caption: Restocking Materials: A step-by-step walkthrough of how to maintain a supply of educational materials and/or Sharps Mail-Back Packages.

For more information on which Programs are offered in your area, and how to join as a trusted site, contact us today!

California Sharps Program

helpdesk@med-project.org

[Register for an Account](#)

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

Safely dispose of your home-generated sharps waste

Order a sharps mail-back package to be shipped directly to your residence for free. Click the button to order now. For more information on how to order a sharps mail-back package by phone, please call (844) 4-TAKE-BACK or (844) 482-5322.

[Order A Sharps Mail-Back Package](#)



Figure 23: Coordinated Website Page (December 2023)

Figure Description:

Figure showing the coordinated website home page: Figure 23

Description:

Safely dispose of your home-generated sharps waste.

Order a sharps mail-back package to be shipped directly to your residence free. Click the button to order now. For more information on how to order a sharps mail-back package by phone, please call (844) 4-TAKE-BACK or (844) 482-5322.

Order a Sharps Mail-Back Package

The screenshot displays the top navigation bar of the autoTRADER.ca website. On the left is the autoTRADER.ca logo. In the center is the MED-Project logo with the text 'Medication Education & Disposal' and an icon of a syringe and envelope. To the right is a 'Learn more' button and another syringe icon. Below the navigation bar is a dark grey menu with links for 'Cars, Trucks & SUVs', 'Commercial / Heavy Trucks', 'Trailers', 'RVs', 'Boats', 'Watercraft', 'Motorcycles & ATVs', 'Snowmobiles', 'Heavy Equipment', 'Farm Equipment', and 'Français'. A red banner below the menu contains the text 'Sell My Car **FREE**', 'News & Research', and 'What's my Car Worth?'. The main content area is titled 'Price a Car' and includes the instruction 'Select the car you want to price and get an instant valuation.' Below this are three tabs: 'I'm Trading In' (selected), 'I'm Buying', and 'I'm Selling'. The 'I'm Trading In' tab contains the heading 'Find out how much your car is worth' and the note 'All fields are required.' Below this are four dropdown menus labeled 'Make', 'Model', 'Year', and 'Trim', each with a double-headed arrow icon.

Figure 24: Examples of Digital Media Campaign: Website Programmatic Display-English (January 2023)

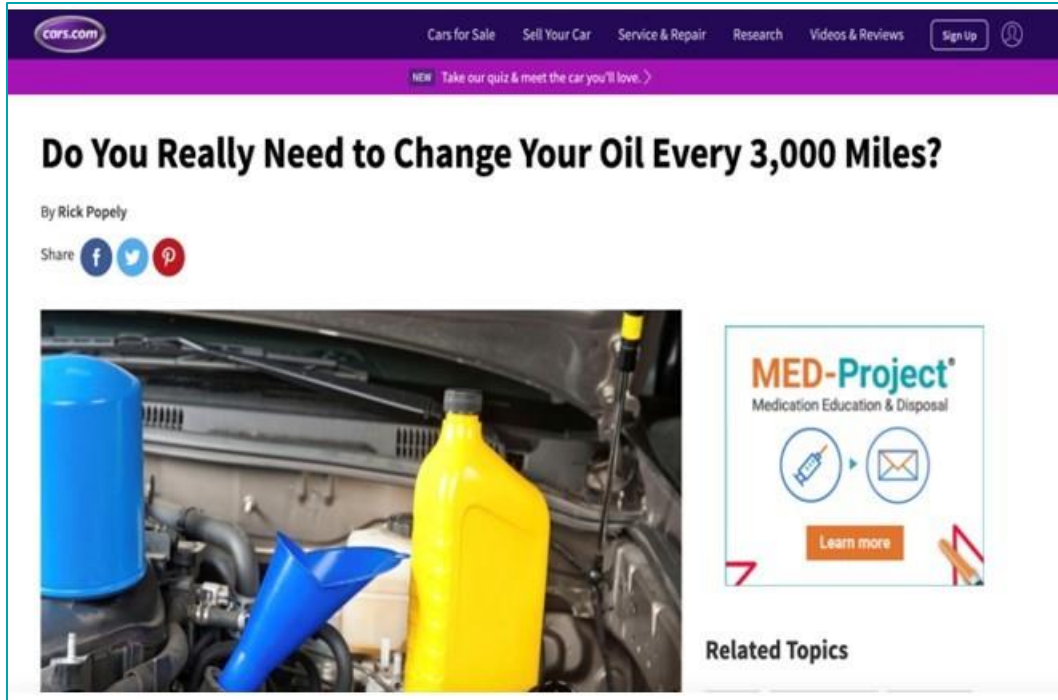


Figure 25: Examples of Digital Media Campaign: Website Programmatic Display (January 2023)

The image shows a screenshot of a website from 'MUNDO DEPORTIVO'. The header includes navigation links for 'Fútbol', 'Fútbol internacional', 'Baloncesto', 'Motor', 'Opinión', and 'Otro Mundo'. Below the header, there are sub-headers for 'Noticias', 'Presentación', 'Resultados', 'Clasificación', 'Calendario', and 'Equipos'. A yellow banner reads 'MERCADO Última hora de movimientos y rumores de fichajes, en directo'. The main article title is 'Oficial: la 20ª etapa del Tour sólo tendrá 59 km'. A sub-headline states 'Las malas condiciones meteorológicas siguen castigando la recta final del Tour'. Below the text is a photograph of two cyclists on a road bike. The cyclist in the foreground is wearing a white jersey with 'NEOS' and 'PRANDELLO' visible. The cyclist behind is in a yellow jersey. To the left of the article is a vertical sidebar with a 'MED-Project' logo, icons for a syringe and an envelope, and a 'Más información' button.

Figure 26: Examples of Digital Media Campaign: Website Programmatic Display-Spanish (January 2023)

De México a Argentina, con escala estratégica por España, el viaje de estas mujeres está lleno de pasión, lucha y una feroz abogacía por la **representación multicultural** en la industria de la moda. Diseñadoras como **Miuccia Prada** y **Simone Rocha** han apostado por el talento latino y han sido responsables de **catapultar las carreras de ahora conocidísimos rostros** de las semanas de la moda a nivel mundial.



Joan Smalls con vestido de gasa satinado con escote corazón, medias con aplicaciones y zapatos de piel, todo de Paco Rabanne; y pendientes de la modelo
© Alexi Lubomirski

Lo hacemos fácil para usted.





med-project.org
1-844-MED-PROJECT

Figure 27: Examples of Digital Media Campaign: Website Programmatic Display-Spanish (January 2023))



Figure 28: Examples of Digital Media Campaign: Mobile Programmatic Display (January 2023)



Figure 29: Examples of Digital Media Campaign: Mobile Programmatic Display - Spanish (January 2023)

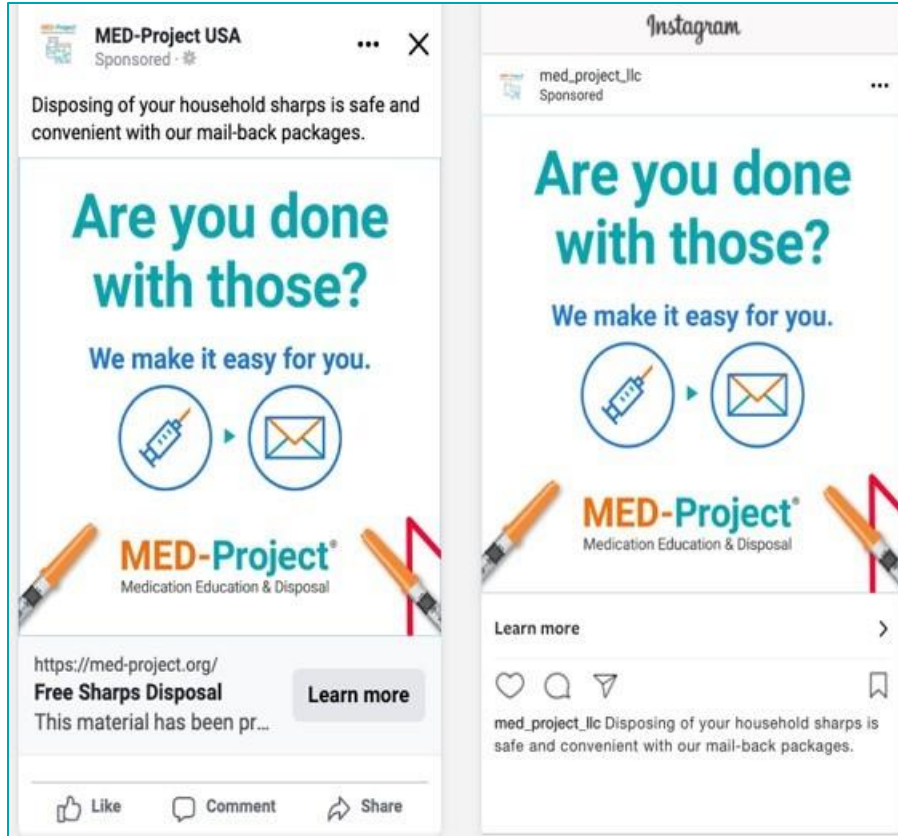


Figure 30: Examples of Social Media Campaign: Facebook/Instagram (January 2023)

Appendix C

California Resident Survey Results

Objectives and Methodology

Study Objectives

- MED-Project desires to assess the awareness of its sharps 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

- 300 residents in California were surveyed between October 10 and October 23, 2023.
- Residents were surveyed online (desktop and mobile) to minimize sampling bias.
- Residents surveyed have had used and/or unwanted sharps 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 5.66%, 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 5.66%.

Executive Summary

Awareness

- 84% of residents are 'Aware' of household hazardous waste facilities and/or mail-back programs as sharps disposal options
- 40% cite seeing/hearing a sharps program communication, and a variety of communication channels are credited

Disposal Method

- 67% 'Likely' to use a household hazardous waste facility in the future
- 50% 'Likely' to use mail-back programs
- 33% have heard of and used each of Household hazardous waste facilities and Pharmacy drop box as a sharps disposal option

Accessibility

- Among those aware of sharps takeback programs, 67% 'Agree' that take back programs are handled safely and securely
- 64% 'Agree' that take back programs make it easy to dispose of used or unwanted sharps.

Resident Awareness - Sharps

Q2: How familiar are you with the following ways someone can dispose of (get rid of) used or unwanted home-generated/used sharps in California?

Q9: How likely are you to use the following options to dispose of used or unwanted home-generated/used sharps in the future?

- 84% of residents are 'Aware' of Household hazardous waste facilities and/or Mail-back programs as sharps disposal options
- 50% "Likely" to dispose of home-generated/used sharps in the future by using mail-back programs

Likelihood to Dispose of Home-Generated/Used Sharps by:

Mail-back programs

- 50% Probably/Definitely will
- 30% Maybe/Maybe not
- 19% Definitely/probably not

Household hazardous waste facilities

- 67% Probably/Definitely will
- 24% Maybe/Maybe not
- 10% Definitely/probably not

Q2: How familiar are you with the following ways someone can dispose of (get rid of) unwanted home-generated/used sharps in California?

- 92% of residents who have had used or unwanted sharps in their home have heard of at least one of the sharps disposal options in this study
- 33% have heard of and used each of Household hazardous waste facilities and Pharmacy drop box as a sharps disposal option

Awareness and Usage of Given Sharps Disposal Options

Household hazardous waste facilities

- 35% Have heard of and used
- 43% Have heard of but never used
- 22% Unaware of

Pharmacy drop box

- 34% Have heard of and used
- 39% Have heard of but never used
- 27% Unaware of

Local takeback events

- 26% Have heard of and used
- 36% Have heard of but never used
- 38% Unaware of

Mail-back programs

- 16% Have heard of and used
- 34% Have heard of but never used
- 50% Unaware of

Q4: Have you used any of the following options to dispose of used or unwanted home-generated/used sharps?

- 26% of residents report that they have used drop-box locations to dispose of unwanted or used home-generated sharps; 19% used hazardous waste facilities; 8% used mail-back services

Sharps Disposal Methods Used (Select all that apply)

- 44% Thrown in garbage
- 26% Drop box locations
- 23% Return to clinic or hospital
- 21% Pharmacy drop boxes
- 19% Household hazardous waste facilities
- 15% Flushed down toilet
- 12% Takeback events
- 8% Mail-back services
- 5% Other
- 12% I have not used any of these options

Q5: Have you ever received or seen information or advertisements about home-generated/used sharps disposal programs in California?

Q6: What is your preferred method to see or receive information about home-generated/used sharps disposal programs?

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

- 40% of residents recall receiving information or seeing ads about home-generated/used sharps disposal programs, a variety of communication channels are credited for this information

Where Ads/Info Seen vs Preferred Method

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

Email

- 27% Where seen
- 16% Preferred Method

Healthcare professional

- 27% Where seen
- 8% Preferred Method

Pharmacist

- 26% Where seen
- 11% Preferred Method

Social media

- 26% Where seen
- 10% Preferred Method

Television

- 25% Where seen
- 8% Preferred Method

Word of mouth

- 23% Where seen
- 2% Preferred Method

Direct mail

- 21% Where seen
- 13% Preferred Method

Online or mobile news sources

- 18% Where seen
- 7% Preferred Method

Brochure at Pharmacy

- 17% Where seen
- 5% Preferred Method

Newspapers

- 17% Where seen
- 1% Preferred Method

Radio

- 17% Where seen
- 1% Preferred Method

Print publications

- 16% Where seen
- 2% Preferred Method

Billboards, signs, or posters

- 14% Where seen
- 2% Preferred Method

Streaming media

- 13% Where seen
- 6% Preferred Method

Law enforcement agencies

- 11% Where seen
- 0% Preferred Method

Nextdoor.com

- 10% Where seen
- 2% Preferred Method

Special events

- 10% Where seen
- 0% Preferred Method

Workplace or employer

- 7% Where seen
- 2% Preferred Method

Other

- 2% Where seen
- 3% Preferred Method

Do not remember

- 3% Where seen

Q7: Please indicate how well you feel the sentence below describes the home-generated/used sharps disposal program

Among those aware of sharps takeback programs

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

Level of Agreement: Home-Generated/Used Sharps Disposal Programs

Home-generated/used sharps disposal programs are handled safely and securely.

- 3% Strongly disagree
- 4% Somewhat disagree
- 26% Neither agree nor disagree
- 37% Somewhat agree
- 31% Strongly agree
- 67% Strongly + Somewhat agree

Home-generated/used sharps disposal programs make it easy to dispose of used or unwanted sharps

- 5% Strongly disagree
- 8% Somewhat disagree
- 23% Neither agree nor disagree
- 35% Somewhat agree
- 29% Strongly agree
- 64% Strongly + Somewhat agree

Home-generated/used sharps disposal programs are convenient

- 5% Strongly disagree
- 8% Somewhat disagree
- 27% Neither agree nor disagree
- 36% Somewhat agree
- 24% Strongly agree
- 60% Strongly + Somewhat agree

Home-generated/used sharps disposal programs have clear instructions for usage

- 3% Strongly disagree
- 10% Somewhat disagree
- 29% Neither agree nor disagree
- 37% Somewhat agree
- 20% Strongly agree
- 58% Strongly + Somewhat agree

These takeback programs are available and accessible to everyone

- 3% Strongly disagree
- 12% Somewhat disagree
- 30% Neither agree nor disagree
- 33% Somewhat agree
- 23% Strongly agree
- 55% Strongly + Somewhat agree

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

In addition to used, unwanted sharps in the home, 80% have unwanted/unneeded medication and/or expired medication

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

- 100% used, unwanted sharps
- 84% Broken, disabled electronics
- 80% Unwanted/Unneeded medication
- 80% Expired medication
- 55% 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

- 45.0% Male
- 55.0% Female

Household Income

- 17% Less than \$25K
- 30% \$25K to 75K
- 50% Greater than 75K
- 3% I'm not sure/prefer not to answer

Age

- 17% 18-24
- 21% 25-34
- 19% 35-44
- 16% 45-54
- 13% 55-64
- 13% 65+

Geography Descriptor

- 53% Suburban
- 39% City/major metro
- 7% Rural

Education

- 46.0% College degree
- 54.0% No college Degree

Race & Ethnicity (Select all that apply)

- 51% White/Caucasian
- 41% Hispanic
- 23% Asian/Asian American
- 9% Black/African American
- 17% Other

Appendix D

Certification

As Required by 14 CCR § 18973.2 (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.



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
www.med-projectusa.org